

Three Counties Academy Trust



# Exams Policy

## #EX1

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## Purpose of the policy

Queen Elizabeth High School 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 exam 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.

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

This policy will be communicated to all relevant centre staff by email.

## 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. 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.

**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 normally may not appoint themselves as the examinations officer.**

A head of centre and an examinations officer are two distinct and separate roles."[\[GR 2\]](#) The head of centre and/or examinations officer may operate across more than one centre. In such cases the head of centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head

of centre must ensure that these arrangements are covered by their examination contingency plan. ([GR, section 2](#))

### Head of centre responsibilities

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

Heads of centre 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.

**It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the [Instructions for conducting examinations](#) document.** Failure to do so may constitute malpractice as defined in the JCQ document [Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025](#). ([GR 5.1](#))

The head of centre must ensure:

- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- 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

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#) (GR)
  - [Instructions for conducting examinations](#) (ICE)
  - [Access Arrangements and Reasonable Adjustments](#) (AARA)
  - [Suspected Malpractice - Policies and Procedures](#) (SMPP)
  - [Instructions for conducting coursework](#) (ICC)
  - [Instructions for conducting non-examination assessments](#) (NEA)
  - [A guide to the special consideration process](#) (SC)
  -

Ensures the centre has appropriate accommodation to support the size of cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments

- ▶ Where/if using a third party to deliver any part of a qualification (including its assessments) at the centre:
  - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements

- has in place a written agreement with the third party (unless exclusions apply) to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
- ensures that a copy of the written agreement is available for inspection if requested by the awarding body
- 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 (see **National Centre Number Register and other information requirements** section)
- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- ▶ Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- ▶ Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- ▶ Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

### **Resilience and contingency 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.

The centre must have an up to date written contingency plan.

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan must cover the following scenarios:

- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.
- in the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

As part of their contingency plan centres must identify an alternative site if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different Year Groups.

The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure that candidates' work is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

The centre must ensure they are familiar with the relevant regulator's guidance and/or awarding body guidance on ensuring resilience in the qualifications system. The centre will consider putting in place a process for gathering and securely retaining evidence of candidate performance in line with the published guidance.

### **Cyber security** ([GR 3.20-21](#))

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training. Suitable training resources can be found on the website of the National Cyber Security Centre:

Cyber security training for school staff - [NCSC.GOV.UK](https://www.ncsc.gov.uk)

The training must include:

- the importance of creating strong, unique passwords for all accounts;
- keeping all account details strictly confidential;
- the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access;
- how to properly set up and use MFA for both centre and awarding bodies' systems;
- an awareness of all types of social engineering/phishing attempts;

<https://www.ncsc.gov.uk/blog-post/ncsc-cyber-security-training-for-staff-now-available>

- the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

Certificates of completed staff cyber training must be downloaded and held on file for inspection. The NCSC training resource provides a certificate of completion of cyber training.

b) developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies;

c) implementing and enforcing robust security measures, including:

- mandatory MFA for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data;
- regularly reviewing and updating security settings to align with current best practices;

d) updating any passwords that may have been exposed;

e) setting up secure account recovery options;

- f) reviewing and managing connected applications;
- g) monitoring accounts and regularly reviewing account access, including removing access when no longer required;
- h) ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security:  
<https://www.jcq.org.uk/exams-office/general-regulations>  
Authorised staff will have access, where necessary, to a device which complies with awarding bodies' MFA requirements.
- i) reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body.

It is the responsibility of the **head of centre** to ensure that the centre:

### **Recruitment, selection and training of staff training and support**

Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications

Ensure the contingency plan includes succession arrangements for members of staff involved in examination and assessment administration

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

Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo or equivalent role) to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations

- ▶ Ensures that the SENCo (or equivalent role) understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre
- ▶ Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role.
- ▶ Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)

- ▶ Ensure the SENCo, the centres' appointed access arrangements assessor and the examinations officer undertake regular CPD, such as attending an annual update course
- ▶ Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations

### **External and 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 and assessment administration, be absent

### **Escalation Process**

<b>Appendix 1</b>
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- ▶ Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of guidance to the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ▶ Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments

### **Delivery of qualifications**

- Delivers qualifications, as required by the awarding body and 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 and implementing reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject concerned

### **Public liability**

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

### **Conflicts of interest**

([GR 5.3](#)) See **Policies** below) – Page 13 and 14

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

([GR 5.3](#))

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (This applies to both internal and private candidates)
- Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

### **Security of assessment materials**

Takes all reasonable steps to maintain the integrity of the examinations/assessments including the security of all assessment materials, by ensuring:

- the security of all assessment materials
- that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
- reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials

Makes arrangements to

- receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication *Instructions for conducting examinations*
  - access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
- receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

### **National Centre Number Register and other information requirements**

([GR 5.3](#))

- Provides contact details as follows:
  - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
  - a landline telephone number – this must be the number of the main office/switchboard of the centre
  - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable)

Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites

- the name of the head of centre and their email address
- senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Responds to the National Centre Number Register annual update by the end of October every year even if there are no changes
  - informs the National Centre Number Register Team immediately (email address – [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk)) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre)
  - informs the National Centre Number Register Team (email address – [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk)) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)
  - informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
  - responds, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year
  - responds to any other reasonable requests made by the National Centre Number Register Team
- [GR 1.9](#)) Understands that this responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
  - the centre status being suspended
  - the centre not being able to submit examination entries
  - the centre not receiving or being able to access question papers

and ultimately, awarding bodies could withdraw their approval of the centre

### 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

## Policies available for inspection

(GR 5.3)

- Has in place the following policies for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre:
- a written child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

### Child protection/safeguarding policy (Exams) (Appendix 22)

On the school website and policy folder which is held with Head teacher – updated annually.

All invigilators are DBS checked and receive updated training on all aspects of child protection and safeguarding.

- a written complaints policy

### Complaints Policy (Exams)

Master copy held with HOC– (Appendix 5)

- a written conflicts of interest policy

### Conflicts of interest

(GR 5.3)

- Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
  - any members of centre staff who are taking a qualification at this centre which includes internally assessed components/units\*
  - any members of centre staff who are teaching and preparing 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) for qualifications which include internally assessed components/units, **and**

maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:

- 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 this centre or other centres
- centre staff are taking qualifications at this centre which do not include internally assessed components/units\*
- centre staff are taking qualifications at other centres

- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later)
- Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:
  - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials
  - during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment

### **Conflict of Interest Policy (Exams)**

The Declaration of Interest form (within Appendix 21) is emailed to all staff annually and they are asked to complete and return to the Exams Office with details of whether they have a relative who is sitting an exam or assessment in the current academic year.

The head of centre then ensure that his/her centre... manages Conflicts of Interest by informing the awarding bodies, before the published deadline for entries, of:

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
- any members of centre staff who are teaching and preparing 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) for qualifications which include internally assessed components/units; and maintains clear records of all instances where:
- 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;

(Or of any members of centre staff who are either sitting examinations and assessments or teaching and preparing members of their family for examinations and assessments. The same would apply if the Exams Officer had children being entered for examinations and assessments. If a teacher is teaching a relative in a subject that they are being examined on, this information is collated and emailed to

the relevant exam boards in a timely manner. If a candidate is entered for an awarding body's examinations at a centre where a relative is employed, the Head of Centre ensures that during the examination series the candidate's relative does not have unaccompanied access to examination materials. For example, question papers, pre-release materials and answer scripts. If the relative in question is the centre's Exams Officer, then appropriate arrangements will be made to ensure that another person is present for all of the administrative arrangements relating to the candidate's examinations)

The head of centre will ensure the centre maintains clear records of all instances where:

- centre staff are taking qualifications at their centre which do not include internally assessed components/units;
- centre staff are taking qualifications at other centres. The head of centre must ensure that the records include details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected.

NB The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

Heads of centre should note that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre.

The head of centre is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials.

The head of centre must ensure that during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment (GR 5.3 )

- a written data protection policy

#### **Data protection policy (Exams GDPR)**

Held with HOC (Appendix 17)

- a written equalities policy

Master copy held with HOC– (Appendix 4)

- a written contingency plan which covers all aspects of examination/ assessment administration and delivery

#### **Contingency plan**

Master copy held with HOC– (Appendix 2)

- a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration

#### **Internal Appeals procedures**

**Internal Appeals Procedure (Internal assessment decisions)**

**Internal Appeals Procedure (Reviews of Results/Appeals**

Details are on school website

Master copy held with the HOC – (Appendix 3)

- a written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).

#### **Malpractice Policy (Exams)**

Appendix 19

- a written policy regarding the management of non-examination assessments including controlled assessments and coursework which includes details on how candidates' work will be authenticated (For CCEA GCSE centres this would be a written controlled assessments policy)

### 1.1.1 Non-examination Assessment (including controlled assessments and coursework) Policy

Master copy held with HOC– (Appendix 11)

- a written whistleblowing policy
- **Whistleblowing Policy (Exams)**

Held with HOC (Appendix 20)

- a written policy on the use of word processors in examinations

#### Word processor policy

(Appendix 9)  
Master copy held with HOC

#### Access arrangements and reasonable adjustments ([GR 5.4](#))

The head of centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in

relation to the adjustment or aid) or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect

- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)
- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*

### 1.1.2 Access Arrangements Policy

Held by Senco – (Appendix 6)

- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

### Malpractice ([GR 5.11](#))

The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place
- inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require
- ([GR 6.2](#)) Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*

## 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.
- Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

## Exams officer

- Understands the contents of annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for conducting examinations](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Post-Results Services \(PRS\)](#)
  - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every 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)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Trains and deploys a team of internal/external invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided o invigilators for the required period.
- Works with the SENCo (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room

- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any Conflict of Interest declared by members of centre staff and in maintaining 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 for each examination series
- 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

### **Senior leader**

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for conducting examinations](#)
  - [Access Arrangements and Reasonable Adjustments](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Instructions for conducting coursework](#)
  - [Instructions for conducting non-examination assessments](#)
  - [A guide to the special consideration process](#)
  - [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 (or equivalent role)
- 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) or equivalent role**

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
  - [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed.
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will 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)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), 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 examination(s))

- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/assessments to meet candidates' needs, e.g. sufficient readers and scribes

### **Teaching staff**

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo (or equivalent role)
- 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 (Appendix 7)

### **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 examination/assessment materials (Appendix 8)

### **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.

### **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

### 1.1.3 Secure materials

#### Head of centre ([GR](#) 3.6)

- Ensures the centre has a secure storage facility in a room solely assigned to examinations ([ICE](#) 3.1)

### 1.1.4 The secure room and the secure storage facility

#### 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. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures...

#### The secure storage facility

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

The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

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](#), [ICE](#), [AARA](#), [SMPP](#), [ICC](#), [NEA](#) and [SC](#)

#### 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 (Data collection sheets – kept in EO office)
- 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
- (where applicable to the role) Collects information on internal exams/assessments to enable preparation for and conduct of (insert the titles these internal exams/assessments are referred to in the centre)

#### **Senior Leaders**

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

### **Access arrangements**

#### **Head of centre**

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures the SENCo (or equivalent role) is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

### **SENCo (or equivalent role)**

- Assesses candidates (or works with the appropriately qualified assessor as appointed the head of centre) to identify access arrangements/reasonable adjustments requirements thereby ensuring that
- 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
- Gathers signed Personal data consent, Privacy Notice (AAO) and Data Protection confirmation forms (candidate personal data consent form) from candidates where required
- Applies for approval using *Access arrangements online* (AAO), via the Centre Admin Portal (CAP) where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection.
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are 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.
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

### **Alternative Rooming Arrangements Policy (Exams)**

Copy held with SENCO – (Appendix 10)

### **Senior Leaders, Teaching staff**

- Support the SENCo or (equivalent role) in determining and implementing appropriate access arrangements / reasonable adjustments
- (Senior leader) Provides an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations

### **Internal assessment and endorsements**

#### **Head of centre**

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

- Ensures 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 awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications (This will allow the candidates for each specification to be treated as a single group for the moderation of centre- assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed)
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- 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 (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- 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 receive the correct samples of work to review)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place, which includes details on how candidates' work will be authenticated
- 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)

#### **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 GCE and GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- For VTQs qualifications, ensure teaching staff follow appropriate instructions issued by the relevant awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

### **Teaching staff**

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

### **Exams officer**

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ [information for candidates documents](#) that are annually updated

### **Invigilation**

#### **Head of centre**

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- 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

### **Exams officer**

- Trains 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 through training for new invigilators on the instructions for conducting exams and an update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam.
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room (and made aware of the access arrangement(s) awarded (ensuring and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events

### **Entries: roles and responsibilities**

#### **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 senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met

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

Data collection sheets are distributed to HoFs / Teaching staff and returned by the date specified. Estimates entries are submitted online to the relevant awarding bodies.

#### **Head of Faculty / Teaching staff**

- Provides entry information requested by the EO to the internal deadline

- Informs the EO immediately of any subsequent changes to entry information.

### **Final entries**

#### **Head of centre**

- ▶ Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

#### **Exams officer**

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

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

Candidates are selected for their exam entries by HoFs and staff in charge of subjects.

EO uses the Data collection sheets provided by HoFs and staff to create mark sheets which are distributed to staff. Mark sheets are signed and dated by relevant staff as confirmation. These are returned by entry deadlines.

Final entries are submitted to the awarding bodies through A2C.

#### **Head of Faculty / Teaching staff**

- Provides information requested by the EO to the internal deadline. It is the responsibility of HOD/Teaching staff to submit the correct exam code(s) and cash in codes (if applicable).
- 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**

An overall budget is set by the Headteacher and Academy Business Manager.  
Candidates are selected for their exam entries by HoFs and staff in charge of subjects.  
Entries are submitted by HoFs and staff to the EO by deadlines specified.  
The centre initially pays for all normal fees on behalf

#### **Late entries**

Entry deadlines are circulated to HoFs / Teaching staff via email. They will be informed of the financial consequences of missed deadlines.

Late entries, amendments and resits where applicable are authorised by the Headteacher and Deputy Headteacher.

Candidates may be charged for entries if :-

If he/she withdraws from an examination.

If he/she is withdrawn by the school due to insufficient work.

He/she is absent for any part of the formal written papers unless he/she is ill, in which case a doctor's note should be obtained.

### **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 Faculty / Teaching staff**

- 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**

The HOC/Head Teacher manages any re-sits if applicable after discussion with HoFs / Teaching staff

Resits are paid by the centre, departments or candidates.

## **Private candidates** (Appendix 12 )

### **Private Candidate Policy**

The Head of Centre will consider applications for private candidates on an individual basis.

### **Timescales**

The deadline for entries is set by the Exam boards. The initial information must be received by the EO in sufficient time to allow the entries to be made and any queries to be dealt with. All issues regarding an entry must be resolved by the Exam boards deadline otherwise any late fees will be payable by the candidate.

### **Costs**

In addition to the exam fees an administrative charge for each candidate of £30.00 per academic year is payable. This is to cover the use of Exam Office time in talking to candidates about the entries, organising and running the exams. This also covers the cost of invigilation unless the inclusion of a private candidate in the exam means that we have to bring in an extra invigilator. Our invigilators cost £11.99 per hour and the cost of an extra invigilator would be split between any private candidate taking the exam. (The regulations covering exams specify a maximum number of candidates per invigilator) The admin fee does not include any other service and does not commit the school to doing anything but enter the candidate for the exam and run them.

If you decide to withdraw only the Examination fee will be refunded and only if the withdrawal is made before the Exam Board deadline for a refund expires.

### **Personal Details**

The attached document ( Appendix 12 ) indicates the personal details we need for each candidate. Please check any details and include any that are missing. Before the exam, the EO will need to take a copy of some identification including a photograph (a passport would be ideal). This identification should be produced each time the candidate attend to take an exam.

### **Access Arrangements**

Please advise the EO as soon as possible if any access arrangements are required while he or she is taking the exam. It is the responsibility of the candidate to provide any evidence required to support such need, to make the application and provide the Exam Boards agreement to the EO. The EO will make any arrangements on the day and if any cost arises due to these arrangements, these will be payable by the candidate.

### **Exam Entry details**

The attached document also covers the exam entries to be made. The EO will help as much as possible but it is the responsibility of the candidate to advise for which exams (including the Exam Board and exam code numbers) entries are to be made.

### **Results**

You will be given details for collecting results by the EO. If you cannot attend at the specified times you can arrange for your results to be posted by leaving a stamped addressed envelope with the EO before the end of term. You may also arrange for someone else to collect results on your behalf but they must come with signed written authority from you and evidence of their identity.

### **Certificates**

Certificates should be collected in person as they need to be signed for. They are available in school at the end of November.

### **Payments**

We ask for payment in advance.

### **Examination dates**

### **Visiting the school**

All visitors to the school even on exam days must report to Reception on arrival and sign in as a visitor. Visitors must wear the visitors badge during the visit and be accompanied on school premises at all times. This applies to former student.

All private candidates will be required to pay the current awarding body entry fee unless an arrangement has been agreed with the Head of Centre in exceptional circumstances.

## **Candidate statements of entry**

### **Exams officer**

- Provides candidates with timetable / statements of entry for checking

### **Teaching staff**

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

### **Candidates**

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

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

### **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 or equivalent role**

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

## **Briefing candidates**

### **Exams officer**

- ▶ Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams
- ▶ Prior to exams issues relevant JCQ Information for candidates documents (coursework, non- examination assessments, on-screen tests, 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
- the post-results services and how the centre deals with requests from candidates
- when and how certificates will be issued

### **Access to scripts, review of results and appeals procedures**

Master copy held with HOC – (Appendix 3)

### **Dispatch of exam scripts**

#### **Exams officer**

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

### **Estimated grades –**

#### **Faculty Heads/Teaching staff**

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

#### **Exams officer**

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

### **Internal assessment and endorsements**

#### **Head of centre**

- Ensures procedures are in place for candidates to appeal an internal assessment decision or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

#### **SENCo (or equivalent role)**

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

#### **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 Facility**

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

### **Exams officer**

- Submits marks and samples to awarding bodies/moderators to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated work 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**

- Trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, prompter, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios

- Liaises with the SENCo or equivalent role regarding the facilitation and invigilation of access arrangement candidates

### **SENCo or equivalent role**

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

### **Invigilators**

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

### **JCQ Centre inspection**

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

- Will accompany the Inspector throughout a visit

#### **SENCo (or equivalent role) or relevant Senior leader (in the absence of the SENCo)**

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions, the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

### **Seating and identifying candidates in exam rooms**

#### **Exams officer**

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

#### **Candidate Identification Procedure**

Seating cards are used on exam desks showing name, gender, Date of Birth, candidate number, and year group.

A senior member of staff assists with the seating and identifying candidates prior to and entering the Examination Room.

Private candidates will need to present themselves to the EO at the start of the Examination prior to entering the exam room.

Candidates with Access Arrangement are indicated on the seating plan.

- 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/in the seating plan

### **Security of exam materials**

#### **Exams office**

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre.
- Ensures access to the secure room is restricted and staff named and approved by the head of centre are accompanied by a keyholder at all times.
- ▶ Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- ▶ Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- ▶ Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination 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 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 paper materials)
- ▶ At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer\*. Other members of centre staff may assist with printing and collation provided they are under supervision. (Appendix 23) Facilities staff directly employed by or contracted by the centre may have access to the secure room either as a named keyholder or accompanied by a keyholder.
- ▶ The secure room must be accessible throughout an examination series for the storage of question papers and be available for inspection.

#### **Reception staff**

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

### **Teaching staff**

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

### **Timetabling and rooming**

#### **Exams officer**

- Produces a master centre exam timetable for each exam series
- Identifies and resolve candidate exam timetable clashes according to the regulations (only apply overnight supervision arrangements and as a last resort once all other options have been exhausted and according to the centre's policy) **Overnight supervision arrangements policy**

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

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

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

If the candidate opts to sit all examinations in one day, then the supervised break between each examination can be more than 20 minutes. The supervised break may be conducted in an alternative location within the centre. Where the supervised break is conducted outside of the examination room, the candidate may revise using their own resources. However, the candidate must not: a. be in possession of an electronic communication or storage device or have access to the internet; b. have contact with any candidate who has sat the examination; c. be coached by a member of centre staff. A member of centre staff, or an invigilator, must always be in the same room as the candidate. The invigilator must not be the subject teacher for the rescheduled examination.

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

- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms according to required ratios (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 (or equivalent role) regarding rooming of access arrangement candidates

#### **SEnCo (or equivalent role)**

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

#### **Site staff**

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

### **Alternative site arrangements**

#### **Exams officer**

- ▶ (Where/if applicable to the centre) Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- ▶ Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site form 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

### **Centre consortium arrangements**

#### **Exams officer**

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

#### **Senior leaders**

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

### **Transferred candidate arrangements**

#### **Exams officer**

- Where/if applicable to the centre) Liaises with the host or entering centre, as required
- Processes requests for Transferred Candidate arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangement

### **Internal exams/ assessments**

#### **Exams officer**

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

#### **SENCo or equivalent**

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

#### **Teaching staff**

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

### **Exam time: roles and responsibilities**

#### **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 / temporary access arrangements as they arise at the time of exams
- Liaises with the SENCo to apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

## **Candidate absence**

### **Candidate absence procedure**

The Exams Officer will notify the relevant Awarding Body of any absence due to adverse circumstances beyond the candidate's control and request the appropriate Special Consideration from the relevant Awarding Body.

Every effort will be made to facilitate examinations going ahead within the allotted morning or afternoon session.

All invigilators will be made familiar with the procedure through training sessions and the invigilator handbook. (Appendix 13 )

### **Invigilators**

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

### **Candidates**

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

### **Candidate behaviour**

See *Irregularities* below.

### **Candidate belongings**

See *Unauthorised items materials* below.

Access to a mobile phone for medical purposes A candidate with a medical condition, such as diabetes, may need access to their mobile phone during an examination. Further information may be found within section 5.19 of the JCQ document Access Arrangements and Reasonable Adjustments 1 September 2025 to 31 August 2026: [jcq.org.uk/exams-](http://jcq.org.uk/exams-)

office/access-arrangements-and-special-consideration Additional invigilators will be needed where a candidate requires access to a mobile phone. Once in possession of their mobile phone for medical purposes, each candidate must be individually supervised

Listening to music or white noise due to a substantial impairment A candidate with a substantial impairment may need to listen to music or white noise. Where the candidate will be wearing headphones, these must not be worn until the invigilator's announcement and any erratum notice have been read out to the candidate(s). Further information may be found within section 5.23 of the JCQ document Access Arrangements and Reasonable Adjustments 1 September 2025 to 31 August 2026: [jcq.org.uk/exams-office/access-arrangements-and-special-consideration](http://jcq.org.uk/exams-office/access-arrangements-and-special-consideration)

### Candidate late arrival

#### Exams officer

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

#### Invigilators

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

### Candidate late arrival procedure

Reception / Admin member contacts the parents /carers of candidate(s) who do not arrive on time for an Examination.

Candidates arriving late at the centre are required to report to reception and wait for a member of staff to collect them. The receptionist informs the Exams Officer that the candidate has arrived and ensures they are supervised until collected.

The EO will decide, depending upon the "lateness" of the arrival to either accompany the candidate to the main Examination Room or to accommodate the candidate separately. The EO gives exam instruction to the candidate.

A candidate is considered very late if they arrive more than an hour after the published starting time for an examination i.e. after 10.00 am for a morning examination or after 2pm for an afternoon examination. For examinations that last less than one hour, a candidate will be considered very late if they arrive after the awarding body's published time for the examination.

In this case candidates may still sit the exam, but must be warned that the awarding body may not accept their work. **Form JCQ/VLA –Report on candidate admitted late to examination room** completed by Exams Officer within seven days of the examination taking place.

A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the exam. They should be allowed the full time for the exam.

All late arrivals to the Examination Room will be documented on the Exam Room Incident Log.

Persistent lateness is dealt with by a member of SLT and the Keystage Leader

All invigilators will be made familiar with the procedure through sessions and the invigilator handbook.

Every effort is made to get the candidate to the centre in line with JCQ ICE guidelines on late arrivals.

## **Conducting exams**

### **Head of centre**

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

### **Exams officer**

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

## **Dispatch of exam scripts**

### **Exams officer**

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

## **Exam papers and materials**

### **Exams officer**

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this second pair of eyes check is recorded
- Ensures question papers are always be kept in their sealed packets until the second pair of eyes check and log have been completed (see paragraph 5.2). The second pair

of eyes check must take place immediately before each question paper packet is opened in the designated examination room. If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, the check must take place in the secure room.

- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

## **Exam rooms**

### **Head of centre**

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

### **Food and drink policy (exam rooms)**

Candidates are permitted to bring one bottle of water to the examination room.

Water bottles must have a "sports cap" and not require the lid to be removed for consumption. Bottle tops/ lids will be monitored by the invigilators.

Candidates may bring in cough sweets at the discretion of the EO.

Any sweets brought into the examination room by a candidate must be free from packaging and all labels are to be removed from drink containers

No other food or drink will be permitted in the exam room.

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

Candidates that are allowed to leave the examination room temporarily are always accompanied by a member of centre staff. This **must not** be the candidate's subject teacher or a subject expert for the examination in question. Candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.

**Centre policy:** Candidates are not allowed toilet breaks unless it is on medical grounds or an emergency. Candidates are encouraged to go beforehand)

Any toilet breaks taken will be recorded. Candidates (medical) are made aware that the time may or may not be compensated

Candidates are aware of the centres arrangements through exam assemblies

Staff and invigilators fully understand how this is managed.

## **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 (including the arrangements in place for any transferred candidates and access arrangement candidates )
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that this must be on silent mode)
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

## **Senior leaders**

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

## **Emergency evacuation policy**

Master copy held HOC – (Appendix 14)

A copy of the emergency evacuation procedure will be present in each room.

All invigilators will be made familiar with the procedure through training sessions and the invigilator handbook. Lockdown Policy (Appendix 14a)

## **Lockdown Policy (Exams)**

Appendix 14a

## **Site staff**

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

### **Invigilators**

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

### **Candidates**

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

### **Irregularities**

#### **Head of centre**

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

### **Managing behaviour policy**

#### **Expected Code of Behaviour** Students should:

Arrive at the exam room at least 10 minutes before the start of each examination

Leave their bags and any material prohibited from the exam outside the exam room (Drama room)

If they arrive late they should report to Reception

Observe exam conditions as soon as they step inside the exam room

Follow any instructions given by the invigilator(s) supervising the exam

Once they have finished, remain in silence facing the front and not fidgeting or otherwise causing a distraction to other students

Leave the exam room quietly once their script and all other papers have been collected and they have been given permission to do so. If others are still working (i.e. students with extra time) they should remain quiet whilst collecting their belongings to avoid disturbance to those other students

#### **Process for Dealing with Disruptive Behaviour and Cheating in Exams**

Invigilators are required to maintain a log of all incidents which take place in the exam room, however minor. All instances where students fail to observe the expected code of

behaviour, and the actions taken, are to be logged as well as any student who leaves the exam room e.g. for a toilet break or who becomes unwell. The procedure will be as follows:

Minor incidents e.g. tapping, not facing the front, the student is to be given a gentle warning to indicate that the behaviour has been observed and noted.

More serious incidents – where an invigilator judges there to be more serious incident e.g. deliberate attempt to cheat or disturb another candidate, the student is to be given a firm and final warning and the examinations officer is called to advise on further action. The candidate should be asked to remain at the end of the exam.

If a mobile phone in the possession of a candidate rings, it should be switched off, removed from the candidate and the candidate should be asked to remain at the end of the exam.

Disruptive behaviour – if a student is causing disturbance and fails to stop after the invigilators warning the exams officer is to be called to the exam room. Where behaviour is affecting other students this will normally lead to the student being removed from the exam room and finishing the exam under the supervision of a senior member of staff.

There may be instances where a student is not deliberately difficult but where other candidates are affected (e.g. coughing, hay fever etc.) and these will be dealt with sympathetically without disciplinary measures. It is, however, still necessary to minimise the disruption to others as soon as possible.

The EO will monitor exam room logs and if a pattern of behaviour emerges from different exams, the EO will take appropriate action in accordance with the guidelines outlined above.

#### **Follow-up Procedures After the Exam**

Where a minor incident occurs, if appropriate, the student will be spoken to by a member of the SLT and a letter sent home.

#### **Notification to Exam Boards and Possible Penalties**

All instances of attempts to cheat (e.g. communicating with other students, taking a mobile phone into the exam room, bring in notes e.g.) and disruptive behaviour will be reported to the Exam Board (as required by exams regulations)

Exam boards take such cases very seriously and, depending upon the severity of the case, have the power to issue a warning or to disqualify the student from the paper, the qualification or the entire series of exams.

Where an incident is to be reported to an exam board:-

A member of the SLT will interview relevant students and obtain statements (if the students wish to make a statement)

EO will notify parents by letter as soon as possible that a report is being made, and subsequently the outcome for the report.

EO will complete and send off malpractice report

EO will advise parents by letter the Exam board's decision.

*“The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.”*

#### **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

#### **Invigilator**

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

#### **Malpractice**

See *Irregularities* above.

#### **Special consideration**

##### **Senior leaders**

- Support eligible applications for special consideration by signing appropriate evidence

##### **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

#### **Special consideration policy**

Appendix 18
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##### **Candidates**

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

## **Unauthorised materials**

### **Arrangements for unauthorised materials taken into the exam room**

Any unauthorised items that have been taken into the examination room must be placed out of reach of the candidate (not under their desks) before the examination starts. Candidate's bags are stored in the Drama room which is locked until the end of the exam.

The exam invigilator will request that candidates check they do not have any unauthorised items about their person before the exam is started.

Candidates who do have any unauthorised items must surrender these items to be retained by the invigilators until the end of the exam.

Candidates are asked to place their watches on their desk in sight of the invigilator prior to the examination commencing.

### **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 or disposed of according to the requirements

## **Managing results day(s)**

### **Senior leaders**

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

### **Exams officer**

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

### **Results day programme**

Results are available for collection between 10.00am and 1pm on GCSE release day.

A results table will be set up in the School Dining hall and school Hall.

Students are strongly advised to attend with their parents/careers to collect results, where there will be a Queen Elizabeth High School team, consisting of Headteacher, Deputy Headteacher and Faculty Heads to offer guidance and support.

Subject teacher / member of SLT are available to discuss any Post results and Appeals which may be necessary.

### **Site staff**

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

## **Accessing results**

### **Head of centre**

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates.
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

### **Exams officer**

- Informs candidates in advance of when and how results will be released to them for each exam series

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

## **Post-results services**

### **Head of centre**

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

### **Exams officer**

- Provides information to all candidates and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, Reviews of Results enquiries about results and appeals procedures*)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

### **Teaching staff**

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

### **Candidates**

- Meet internal deadlines to request the services

- Provide informed consent and fees, where relevant

### **Analysis of results**

Following the publication of results, the Assistant Head Teacher will:

- 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)

### **Certificates**

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

#### **Certificates Issue procedure and Retention Policy**

Certificates are issued to candidates at the end of November.

All certificates are signed for upon receipt by the candidates and a copy of evidence will be held on file.

Candidates may arrange for certificates to be collected on their behalf by providing the EO with written or emailed permission/authorisation for a names individual.

Authorised persons must provide ID evidence on collection of certificates. (Appendix 15)

Any unclaimed Certificates will be held at the Queen Elizabeth High for 12 months from the date of issue before being confidentially destroyed. A record of all certificates destroyed will be kept for a period of four years from the date of destruction.

### **Candidates**

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

### **Exams Review: roles and responsibilities**

#### **Exams officer**

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle

#### **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

### **Exam archiving policy**

(Appendix 16)

## **Appendices**

Include any documentation or information here that you have made reference to in the policy that has been provided as an appendix.

Appendix 1	Escalation Process
Appendix 2	Exam Contingency Plan
Appendix 3	Internal Appeals / Access to scripts, enquiries about results and appeals procedures
Appendix 4	Equalities Policy
Appendix 5	Complaints and appeals procedure
Appendix 6	Access arrangements
Appendix 7	Invigilators confidentiality and security agreement

Appendix 8	Reception - Security of Confidential Materials form
Appendix 9	Word Processor Policy
Appendix 10	Alternative rooming arrangements
Appendix 11	Non-examination assessment policy
Appendix 12	Private Candidate Information Form
Appendix 13	Invigilator Handbook
Appendix 14	Emergency evacuation Policy
Appendix 14a	Exams Lockdown Policy
Appendix 15	Certificate / Results Third Party Collection
Appendix 16	Exams Archiving Policy
Appendix 17	Exams GDPR Policy
Appendix 18	Special Consideration Policy
Appendix 19	Malpractice Policy
Appendix 20	Whistleblowing Policy

Appendix 21	Conflict of Interest Policy
Appendix 22	Safeguarding Policy
Appendix 23	Arrangements for handling electron materials
Appendix 24	Alternative venue (Contingency planning)

