**Exams**

**Policy**

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| **Approved by:** | FGB | **Date:** | Autumn 2021 |
| **Last reviewed on:** | December 2018 | | |
| **Next review due by:** | Autumn 2022 | | |

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# 1. Purpose

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

* all aspects of the centre exam process is documented and other relevant exams-related policies, procedures and plans are signposted
* the workforce is well informed and supported
* all centre staff involved in the exams process clearly understand their roles and responsibilities
* all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that

*“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute*” [JCQ [General regulations for approved centres](http://www.jcq.org.uk/exams-office/general-regulations)1]

* exam candidates understand the exams process and what is expected of them.

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

This policy will be communicated to all relevant centre staff.

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| * The Exams Officer is responsible for the annual review and any required update of this policy. * The Head of Centre is responsible for the approval and sign-off of this policy. * This policy will be communicated to all relevant centre staff. * Copies of this document are available in the exams office. |

# 2. Roles and responsibilities overview

*“The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies*.

***The head of centre may not appoint themselves as the examinations officer****.”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations)1]

**Head of centre**

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

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

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

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

[*Suspected Malpractice in Examinations and Assessments*](http://www.jcq.org.uk/exams-office/malpractice) (SMEA)

[*Instructions for conducting non-examination assessments*](http://www.jcq.org.uk/exams-office/non-examination-assessments) (NEA) (and the instructions for conducting controlled assessment and coursework)

* Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
* Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
* Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
* Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
* Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
* Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
* Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination,* ***is not an invigilator during the examination or on-screen test****;”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations) 6]
* Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
  + the location of the centre’s secure storage unit is in an area solely assigned to examinations
  + the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  + that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
* Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exam contingency plan

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| Copies of this document are available in the exams office.  *“****It is the responsibility of the head of centre to ensure that his/her centre****… has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan must be readily available for inspection purposes; (The examination contingency plan should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5] |

* Ensures required internal appeals procedures are in place

Internal appeals procedures

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| Copies of this document are available in the exams office.  *“The centre agrees to... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.8]  ]  *“The centre agrees to...have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal;”*  [JCQ [Post-results services](http://www.jcq.org.uk/exams-office/post-results-services) 5.14] |

* Ensures a disability policy for exams showing the centre’s compliance with relevant legislation is in place

Disability policy (exams)

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| Overtype here the location of the centre’s policy or alternatively include as an appendix at the end of this document.  *“The head of centre/senior leadership team agrees to...* *recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010†. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. A written disability policy setting out how the centre seeks to comply with the Equality Act 2010† and fully supporting disabled candidates must be available for inspection purposes. †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.4] |

* Ensures a *complaints and appeals procedure* covering general complaints regarding the centre’s delivery or administration of a qualification is in place

Complaints and appeals procedure

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| Overtype here the location of the centre’s procedure or alternatively include as an appendix at the end of this document.  *“The centre agrees to…* *draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre’s delivery or administration of a qualification.”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.7] |

* Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

Child protection/safeguarding policy

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| Overtype here the location of the centre’s policy which satisfies current legislative requirements and includes information relating to Disclosure and Barring Service (DBS) clearance (this centre-wide policy should include information where this relates to the exam process for example external invigilators etc.)  *“It is the responsibility of the head of centre to ensure that his/her centre…* *has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements...”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.3] |

* Ensures the centre has a data protection policy in place

Data protection policy

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| Copies of this are available from the School Business Manager (DPO). [[GR](http://www.jcq.org.uk/exams-office/general-regulations) Appendix B] |

* Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

Access arrangements policy

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| Copies of this document are available in the exams office.  *“…with its obligations in respect of identifying the need for, requesting and implementing access arrangements.”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.5]  *“The centre agrees to… have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5.4] |

* Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
* Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

*“The* ***examinations officer or quality assurance co-ordinator*** *is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 1]

**Exams officer**

* Understands the contents of annually updated JCQ publications including:

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

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

[*Suspected Malpractice in Examinations and Assessments*](http://www.jcq.org.uk/exams-office/malpractice)

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

* Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
* Ensures key tasks are undertaken and key dates and deadlines met
* Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required

**Senior leaders (SLT)**

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

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

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

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

[*Suspected Malpractice in Examinations and Assessments*](http://www.jcq.org.uk/exams-office/malpractice)

[*Instructions for conducting non-examination assessments*](http://www.jcq.org.uk/exams-office/non-examination-assessments) (and the instructions for conducting controlled assessment and coursework)

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

* Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

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

* Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)
* If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
* Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification

**Head of department (HoD)**

* Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
* Ensures teaching staff keep themselves updated with awarding body teacher-specific information to confirm effective delivery of qualifications
* Ensures teaching staff attend relevant awarding body training and update events

**Teaching staff**

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

**Invigilators**

* Attend training, update, briefing and review sessions as required
* Provide information as requested on their availability to invigilate
* Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

**Reception staff**

* Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials

**Site staff**

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

**Candidates**

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

# 3. The Exam Cycle

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

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

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

Planning: roles and responsibilities

### Information sharing

**Head of centre**

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

**Exams officer**

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

### Information gathering

**Exams officer**

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

**Head of department**

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

### Access arrangements

**Head of centre**

* Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre
* Ensures a writtenprocess is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly
* Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

**SENCo**

* Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements 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**of an affected candidate
* Determines candidate eligibility for arrangements or adjustments that are centre-delegated
* Gathers signed **data protection notices** from candidates where required
* Applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
* Keeps relevant paperwork and evidence on file for JCQ inspection purposes
* Employs good practice in relation to the Equality Act 2010
* Liaises with the EO regarding exam time arrangements for access arrangement candidates
* Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period
* Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy (exams)

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| Copies of this document are available in the exams office.  *“It is strongly recommended that a centre has a policy on the use of word processors which it can articulate to parents/carers. Principally, that a word processor cannot simply be granted to a candidate because he/she now wants to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home.*  *The use of a word processor must reflect the candidate’s normal way of working within the centre and be appropriate to the candidate’s needs...”* [[AA](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration)5.8] |

* Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Separate invigilation within the centre

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| Separate invigilation is only made available to those students who are known by the centre to be receiving treatment from CAMHS or an NHS Psychiatrist and the candidate’s difficulties are recognised by the SENCO, or a senior member of staff with pastoral responsibilities and it is the candidate’s normal way of working. [See [AA](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration) 5.16 plus centre-determined criteria] |

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

* Support the SENCo in identifying and implementing appropriate access arrangements

### Internal assessment

**Head of centre**

* Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre’s marking (see Roles and responsibilities overview)
* Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks

Controlled assessment policy

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| Copies of this document are available in the exams office.  *“The centre agrees to...have in place, and be available for inspection purposes, a* ***written*** *policy with regard to the management of GCSE controlled assessments”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations)5] |

Ensures a non-examination assessment policy is in place for new GCE and GCSE qualifications which include components of non-examination assessment Non-examination assessment policy

**Non-examination assessment policy**

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| Copies of this document are available in the exams office.  The purpose of this policy, as defined by JCQ, is to   * *cover procedures for planning and managing non-examination assessments* * *define staff roles and responsibilities with respect to non-examination assessments* * *manage risks associated with non-examination assessments*   [[NEA](http://www.jcq.org.uk/exams-office/non-examination-assessments) – *The basic principles*, page 4] |

* Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

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**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
* Ensure appropriate internal moderation, standardisation and verification processes are in place

**Head of department**

* Ensures teaching staff delivering legacy GCSE qualifications (which contain elements of controlled assessment) follow JCQ [*Instructions for conducting controlled assessment*](http://www.jcq.org.uk/exams-office/controlled-assessments/)*s* and the specification provided by the awarding body
* Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and (which include elements of coursework) Entry Level or Project qualifications follow JCQ [*Instructions for conducting coursework*](http://www.jcq.org.uk/exams-office/coursework) and the specification provided by the awarding body
* Ensures teaching staff delivering new GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [*Instructions for conducting non-examination assessments*](http://www.jcq.org.uk/exams-office/non-examination-assessments) and the specification provided by the awarding body
* For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
* Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre’s marking before marks are submitted to the awarding body

**Teaching staff**

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

**Exams officer**

* Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
* Signposts teaching staff to relevant JCQ *information for candidates* documents that are annually updated

### Invigilation

**Head of centre**

* Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
* Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher

**Exams officer**

* Recruits additional invigilators where required to effectively cover all exam periods/series’ throughout the academic year
* Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
* Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams
* Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
* Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
* Collects evaluation of training to inform future events

Entries: roles and responsibilities

### Estimated entries

**Exams officer**

* Requests estimated or early entry information, where this may be required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

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| * Candidates are selected for their exams by HoDs. * Candidates or parents/carers can request a subject entry, change if level or withdrawal. * The centre accepts entries from external candidates from members of staff only (as a last resort if they are unable to find a centre locally to deliver the qualification) and occasionally other adults with links to the school. * The centre does not act as an exam centre for other schools. * Entry deadlines are circulated to HoD via briefing meeting and internal port/pigeon hole. |

**Head of department**

* Provides information requested by the EO to the internal deadline
* Informs the EO immediately of any subsequent changes to information

### Final entries

**Exams officer**

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

Final entries collection and submission procedure

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| EO to import awarding body Basedata and create SIMS EDI marksheets based on subjects estimated entries information and hand to HOD’s at least 3 to 4 weeks before external deadline   * HOD’s liaise with teachers to denote final entries on applicable marksheets by internal deadline – checking candidate name, tier, specification title/code, certification codes, coursework/examination units etc. * EO to check all marksheets against specifications/awarding body criteria to make sure all applicable certification, examination and coursework codes have been supplied in order to certificate a full award. EO then to manually input entry information given onto created SIMS EDI marksheets. * EO to print off completed marksheets before submission and send them out of HOD’s to check and sign off if correct * On receipt of signature/confirmation from HOD’s – EO will make any applicable changes and then EO will submit all entries to the applicable warding bodies before the external deadline via the A2C provider. |

**Head of department**

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

### Entry fees

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| * Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies. * GCSE entry exam fees are paid by the Centre. * Exam fees are paid by the Centre. * Late entry or amendment fees are paid by the Centre, unless requested by parents and where the school advises against re-entry. * Fee reimbursements are sought from candidates who decide to sit an exam after the late entry/withdrawal deadline/fail to sit an exam/do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances. * Re-sit fees are paid by the Centre, unless requested by parents and where the school advises against re-entry. |

### Late entries

**Exams officer**

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

**Head of department**

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

### Re-sit entries

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| Re-sit entries are approved by the Head of Centre and paid for by the centre. |

### Candidate statements of entry

**Exams officer**

* Provides candidates with statements of entry for checking and signature obtained from parents/carers.

**Teaching staff**

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

**Candidates**

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

Pre-exams: roles and responsibilities

### Access arrangements

**SENCo**

* Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access 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 information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
* Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
* Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre’s appointed assessor

### Briefing candidates

**Exams officer**

* Issues individual exam timetable information to candidates
* Prior to exams issues relevant JCQ information for candidates documents
* Where relevant, issues relevant awarding body information to candidates
* Issues centre exam information to candidates including information on:
  + exam 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
  + wrist watches 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, enquiries about results and appeals procedures

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| * Enquires about results may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. * If a result is queried, the Examinations Officer, teaching staff and head of centre will investigate the feasibility of asking for a re-mark at the centre’s expense.   When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.   * JCQ consent form to be read and signed by candidate. * After the release of results, candidates may ask subject staff to request the return of papers. * Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. * GCSE re-marks cannot be applied for once a script has been returned. * Contact should be made to the EO if a candidate or indeed centre staff disagree with an outcome of an enquiry about a result. Further details will be obtained from the awarding body including the applicable fees. Please refer to the separate internal appeals policy available from the exams office.   Full details can be found in the Internal Appeals Policy, held in the Exams Office.  *“The centre agrees to… have in place written procedures for how it will deal with candidates‘ access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results;”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5] |

### 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

**Head of department**

* 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

**Head of centre**

* Ensures procedures are in place for candidates to appeal internally assessed marks or request a review of the centre’s marking of an assessment (when a centre is required to make reviews available)

**SENCo**

* 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
* Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies

**Head of department**

* Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
* Ensures teaching staff authenticate candidates’ work to the awarding body requirements
* Ensures teaching staff provide required samples of work for moderation 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**

* Provides an invigilation handbook or briefs invigilators annually.
* Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
* Allocates invigilators to exam rooms according to the required ratios
* Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

**SENCo**

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

**Invigilators**

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

### JCQ inspection visit

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

* Accompanies *“the Inspector* ***throughout*** *the course of his or her centre visit, including inspection of the centre’s secure storage facility.”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations) Introduction]

### Seating and identifying candidates in exam rooms

**Exams officer**

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

Verifying candidate identity procedure

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| --- |
| The Head of Centre and/or members of SLT are present at the beginning of each exam to verify candidate identity.  *“The centre agrees to... have in place* ***written*** *procedures to verify the identity of* ***all*** *candidates at the time of the examination or assessment;”* [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5] |

* Ensures invigilators are aware of the procedure
* Provides seating plans for exam rooms according to JCQ and awarding body requirements

**Invigilators**

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

### Security of exam materials

**Exams officer**

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

**Reception staff**

* Follow the process to record confidential materials delivered to the centre and issued to authorised staff

**Teaching staff**

* Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

### Timetabling and rooming

**Exams officer**

* Produces a master centre exam timetable for each exam series
* Identifies and resolves candidate exam clashes
* Identifies exam rooms and specialist equipment requirements
* Allocates invigilators to exam rooms according to required ratios
* Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
* Liaises with the SENCo regarding rooming of access arrangement candidates

**SENCo**

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

**Site staff**

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

### Transferred candidate arrangements

**Exams officer**

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

### Internal exams

**Exams officer**

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

**SENCo**

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

**Teaching staff**

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

Exam time: roles and responsibilities

### Access arrangements

**Exams officer**

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

### Candidate absence

Candidate absence policy

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| --- |
| Every effort is made to contact home to establish whether student can be brought to school within 1 hour of the published start time of the exam. Parents are informed that if a student is unable to attend an exam due to medical or personal issue, medical evidence will be required in order make an application for special consideration (if applicable).  “***Advice:*** *it is good practice for a centre to have a policy for late and absent candidates.*  *Invigilators* ***must*** *be made aware of this policy.”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)14] |

**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 materials* below.

### Candidate late arrival

**Exams officer**

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

**Invigilators**

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

Candidate late arrival policy

|  |
| --- |
| Every effort is made to contact home to establish whether student can be brought to school within 1 hour of the published start time of the exam. Parents are informed that if a student is unable to attend an exam due to medical or personal issue, medical evidence will be required in order make an application for special consideration (if applicable).  “***Advice:*** *it is good practice for a centre to have a policy for late and absent candidates.*  *Invigilators* ***must*** *be made aware of this policy.*  ***Advice:*** *Centres should have their own internal procedures for dealing with candidates who persistently arrive late for examinations.*  *The exams officer may need to liaise with a senior member of staff who has pastoral responsibilities.”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)14] |

### 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 secure storage
* Attaches erratum notices received to relevant exam question paper packets
* Collates attendance registers and examiner details in date order
* Regularly checks mail or inbox for updates from awarding bodies
* In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
* 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 clash candidates have completed the exam

### Exam rooms

**Head of centre**

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

Food and drink in exam rooms

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| Only water in a clear plastic bottle with no labels will be allowed in the exam room. In case of diabetic students who need a snack, they will be removed from the exam room and given a supervised rest break.  *“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations) 11] |

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

**Senior leaders**

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

Emergency evacuation policy

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| Copies of this document are available in the exams office.  *“...You* ***must*** *have a* ***written*** *centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)18] |

**Site staff**

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

**Invigilators**

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

**Candidates**

* Are required to remain in the exam room for the full duration of the exam

### Irregularities

**Head of centre**

* 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.
* Ensures any cases of suspected malpractice (by centre staff, candidates, and invigilators) are investigated and reported to the awarding body as required.
* Candidates will also be sanctioned according to the centre’s internal Behaviour Policy (Policy available on the schools website and H-Drive)
* The head of centre will notify the appropriate awarding body at the earliest opportunity of all suspicions or actual incidents of malpractice. They will either complete Form JCQ/M1 (suspected candidate malpractice) or Form JCQ/M2a (suspected malpractice/maladministration involving centre staff).
* The head of centre will supervise personally, and as directed by the awarding body, all investigations resulting from an allegation of malpractice; and ensure that if it is necessary to delegate an investigation to a senior member of centre staff, the senior member of centre staff that is chosen is independent, and not connected to the department or candidate involved in the suspected malpractice.
* The head of centre will pass on to the individuals concerned, any warnings or notifications of penalties, and ensure their compliance with any requests made by the awarding body as a result of a malpractice case.
* Communications relating to the decisions taken by the awarding body in cases of malpractice will always be addressed to the head of centre, except when the head of centre or management is under investigation. When the head of centre or management is under investigation, communication will be with the Chair of Governors, Local Authority officials or other appropriate governance authorities, as deemed appropriate.
* Awarding bodies may communicate directly with members of centre staff who have been accused of malpractice if the circumstances warrant this, e.g. the staff member is no longer employed or engaged by the centre.
* Awarding bodies will only communicate directly with a candidate or the candidate’s representative when either the candidate is a private candidate or the awarding body has chosen to communicate directly with the candidate due to the circumstances of the case. (For example, there is a contradiction in the evidence provided by the candidate and the centre, or the centre is suspected of non-compliance with the regulations.)
* In such cases the awarding body will advise the head of centre in writing that it proposes to deal directly with the candidate. A head of centre once advised by the awarding body should not ordinarily communicate further with the candidate.

**Senior leaders**

* Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
* Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

**Exams officer**

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

**Invigilators**

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

### Malpractice

See *Irregularities* above.

### Special consideration

**Exams officer**

* Processes appropriate requests for special consideration to awarding bodies
* Gathers evidence which may need to be provided by other staff in centre or candidates
* Submits requests to awarding bodies to the external deadline

Special consideration policy

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| Copies of this document are available in the exams office. |

**Candidates**

* Provide appropriate evidence to support special consideration requests, where required

### Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

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| --- |
| Unauthorised materials are dealt with in accordance with JCQ Regulations.  *“…any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.”*  [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)11] |

**Invigilators**

* Are informed of the arrangements through training

### Internal exams

**Exams officer**

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

**Invigilators**

* Conduct internal exams as briefed by the EO

Results and post-results: roles and responsibilities

### Internal assessment

**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

**Exams officer**

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

**Site staff**

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

### Accessing results

**Exams officer**

* Informs candidates in advance of when and how results will be released to them
* Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
* Resolves any missing or incomplete results with awarding bodies
* Issues 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 **internal appeals procedures** are available where candidates disagree with a centre decision
  + not to support an enquiry about results
  + not to appeal against the outcome of an enquiry about results

(Ofqual has announced a series of changes to reviews of marking and appeals which may affect the centre’s internal appeals procedures during 2016/17)

**Exams officer**

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

**Teaching staff**

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

**Candidates**

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

### Analysis of results

**The EO/HOC/DH**

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

### Certificates

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

Issue of certificates procedure

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| --- |
| * Certificates are Presented in person and Collected and signed for. * Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so. |

**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

Retention of certificates policy

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| * The centre retains certificates for Six years. |

Review: roles and responsibilities

**Exams officer**

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

**Senior leaders**

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

Retention of records: roles and responsibilities

**Exams officer**

* Keeps records as required by JCQ and awarding bodies for the required period
* Keeps records as required by the centre’s records management policy
* Providesan exam archiving policy that identifies information held, retention period and method of disposal

Exam archiving policy

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| After a period of 6 years certificates are confidentially destroyed, results are kept within centre indefinitely. |

Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy.

Child protection policy

|  |
| --- |
| Overtype here the location of the centre’s policy or delete this section if not considered relevant to include here.  *“Do you have a* ***written*** *child protection policy?”*  [[GR](http://www.jcq.org.uk/exams-office/general-regulations)- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements] |

Data protection policy

|  |
| --- |
| Overtype here the location of the centre’s policyor delete this section if not considered relevant to include here. Consider does your policy cover the issue of candidates’ results to third parties (including parents/carers)?  *“Do you have a* ***written*** *data protection policy?”*  [[GR](http://www.jcq.org.uk/exams-office/general-regulations)- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements] |

DBS policy

|  |
| --- |
| Overtype here the location of the centre’s policyor delete this section if not considered relevant to include here.  *“have in place a* ***written*** *policy on DBS (Disclosure and Barring Service) clearance which satisfies current legislative requirements;”*  [[GR](http://www.jcq.org.uk/exams-office/general-regulations) 5] |

# 2. Purpose

The purpose of this policy is to identify roles and responsibilities in the special consideration process and confirms that Walton-le-Dale High School agrees to *“submit any applications for special consideration where candidates meet the published criteria.”* [JCQ *General regulations for approved centres* Chapter 5]

# 3. Eligibility for special consideration

Roles and responsibilities

**Head of centre**

* Is familiar with the contents, refers to and directs relevant centre staff to the annually updated JCQ publication [SC](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance)
* Ensures that, where relevant and in eligible situations, applications for special consideration are submitted to awarding bodies by the exams officer

**Exams officer**

* Understands the criteria as detailed in [SC](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance) to determine where candidates will/will not be eligible for special consideration
* Ensures that, where relevant and in eligible situations, applications for special consideration are submitted to awarding bodies

**Teaching staff and/or SENCo**

* Provide any appropriate evidence or information that may be required to determine a candidate’s eligibility for special consideration.

**Candidates (or parents/carers)**

* Provide any medical or other evidence that may be required to determine eligibility for special consideration

Applying for special consideration

Where eligible, special consideration is applied for in a specific exam series where candidates *“have been fully prepared and have covered the whole course but performance in the examination, or in the production of controlled assessment, coursework or non-examination assessment, is materially affected by adverse circumstances beyond their control.”* [[SC](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance) 2]

|  |
| --- |
| Where a candidate may arrive for an exam and is clearly unwell, extremely distressed and/or may have sustained an injury that requires emergency access arrangements to be put in place:   * the candidate will be kept comfortable and under supervision from the required time while appropriate arrangements are put in place for he/she to take the exam in the best possible conditions * a judgement will be made on how the candidate’s situation or disposition affected performance in the exam * where appropriate and where eligible, special consideration is applied for   Where candidates may be affected by a major disturbance in the exam room (emergency evacuation etc.), special consideration is applied for on behalf of all candidates.  Where a candidate takes three or more timetabled exams on the same day and the total duration of all papers is more than 5 hours 30 minutes (GCSE) or more than 6 hours (GCE) including *any approved extra time but not any time taken for supervised rest breaks* special consideration for an allowance on last paper taken is applied for.  Where a candidate may be affected by a minor disturbance in the exam room caused by another candidate (momentary bad behaviour, mobile phone ringing etc.), special consideration cannot be applied for. |

If a candidate is absent for acceptable reasons, and the centre can verify this, special consideration is applied for if the exam missed is in the terminal series and the *minimum requirements for enhanced grading in cases of acceptable absence* can be met. If there is an opportunity to re-enter the candidate in the next available exam series, the centre will make the entry and special consideration is not applied for

Where other issues or problems affect a candidate or a group of candidates, special consideration is explored in [SC 5](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration) and applied for where eligible. This might include, for example:

* requesting an honorary certificate
* a short extension to controlled assessment/coursework/non-examination assessment deadlines
* submitting a reduced quantity of controlled assessment/coursework/non-examination assessment (shortfall in work)
* lost or damaged work
* candidates taking an incorrect or defective question paper
* candidates undertaking the wrong controlled assessment assignment

Where a candidate may be eligible for special consideration (a post assessment adjustment) in a vocational qualification, the centre follows [SC 7](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration) and awarding body guidance to determine if, when and how an adjustment can be applied for.

# 4. Processing applications for special consideration

Roles and responsibilities

**Head of centre**

* Ensures where a candidate may be a relative of the exams officer, the application is authorised by an alternative member of centre staff

**Exams officer**

* Ensures applications are processed as required by the awarding bodies
* Keeps evidence to support applications on file until after the publication of results
* Meets the required deadline(s) for submitting applications

**Teaching staff and/or SENCo**

* Provide any appropriate evidence or information that may be required to support a candidate’s application for special consideration

**Candidates (or parents/carers) will**

* Provide any required medical or other evidence that may be required to support an application for special consideration

Submitting applications for special consideration

Where a candidate or group of candidates is/are eligible for special consideration applications are submitted to the relevant awarding body following the published processes in [SC](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration).

Evidence to support applications is kept on file until after the publication of results.

### Timetabled written exams

* For GCE and GCSE qualifications, applications for individual candidates are submitted online by logging into the relevant awarding body secure extranet site and following the links to special consideration
* The processes for submitting a single application to cover all exams *where a candidate is present but disadvantaged* and a separate application for each day *where a candidate is absent from an examination for an acceptable reason* detailed in [SC 6](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration) are followed
* For other qualifications, applications are submitted online where the awarding body’s secure system accepts these
* The paper [form 10](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms) JCQ/SC *Application for special consideration* is only completed and submitted where the online system does not accept applications for a particular qualification
* For groups of candidates, applications are made online where the awarding body’s secure system accepts group applications or form 10 will be completed
* The paper [form 14](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms) JCQ/ME *Self certification for candidates who have missed an examination* is only completed by a candidate where circumstances warrant this and is not used where the centre knows the candidate was ill

### Internally assessed work

* Where appropriate, applications are made online where the awarding body’s secure system accepts them or form 10 is completed and submitted
* Where a short extension to a deadline is being requested an application is submitted online or by direct email, dependent on the awarding body
* Where an application relates to a shortfall in work, this is submitted online or by completing form 10, dependent on the awarding body
* Where an application relates to lost or damaged work, this is submitted online or by completing [form 15](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms) JCQ/LCW *Notification of lost centre assessed work*, dependent on the awarding body

### Post assessment adjustments – vocational qualifications

* Where relevant and eligible, form [VQ/SC](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms) *Application for special consideration Vocational qualifications* is completed and submitted to the awarding body

### Private candidates

* Any private candidate entered by the centre must liaise with the exams officer (not the awarding body) regarding any application for special consideration

### Late applications

* If, after the publication of results for a particular exam series, a claim is made that special consideration was not applied for at the time of an assessment where a candidate was eligible, the claimant will be informed that late applications will only be accepted by an awarding body in the most exceptional circumstances and where a member of the senior leadership team is able to produce evidence to support a late application.
* If a claim is made after the completion of a review of results, the claimant will be informed that an application for special consideration cannot be submitted.