



CALTHORPE PARK SCHOOL

Exams Policy

May 2025

(no substantial changes from previous version)

Purpose of the policy

The school is committed to ensuring that the exams 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 school's exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- ▶ the workforce is well informed and supported
- ▶ all school 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
- ▶ exam students 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 school staff and available on the website.

Roles and responsibilities overview

The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments.

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.

Regarding Vocational Qualifications, the Examinations Officer is the Designated Person responsible for leading on the administration of the assessments in line with these regulations and to ensure there is an internal policy in place to support the administration of the assessments.

The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles. (GR 2)

Head of centre responsibilities

The 'head of centre' is the most senior operational officer in the organisation. This may be the headteacher of a school, the principal of a college, the Chief Executive Officer of an Academy Trust or

the Managing Director of a company or training provider. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.

Head of centre

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - General regulations for approved centres (GR)*
 - Instructions for conducting examinations (ICE)*
 - Access Arrangements and Reasonable Adjustments (AA)*
 - Suspected Malpractice - Policies and Procedures (SM)*
 - Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework)*
 - A guide to the special consideration process (SC)*
- ▶ Ensures the school has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for students requiring access arrangements for exams and assessments

National Centre Number Register

- ▶ Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
- ▶ Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the 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

Recruitment, selection and training of staff

- ▶ 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
- ▶ Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- ▶ Enables the relevant senior leader(s), the examinations officer and the SENCo and/or Access Arrangements Specialist 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 regulations
- ▶ Appoints a SENCo and/or Access Arrangements Specialist who will determine appropriate arrangements for candidates with learning difficulties and disabilities

Internal governance arrangements

- ▶ Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent

Escalation Process

Included as **Appendix 9** - at the end of this document.

- ▶ Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- ▶ Ensures school staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ▶ Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination

Delivery of qualifications

- ▶ Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
- ▶ Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned

Public liability

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

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 location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
 - ▶ appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
 - ▶ access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders)

- ▶ the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - ▶ that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- ▶ 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
 - ▶ Makes arrangements to 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
 - ▶ Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
 - ▶ Obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments
 - ▶ Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
 - ▶ Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
 - ▶ Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)

Exam contingency plan

Included as **Appendix 1** - at the end of this document.

- ▶ Ensures required internal appeals procedures are in place

Internal appeals procedures

Included as **Appendix 2** - at the end of this document.

- ▶ Ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements

Equalities policy (exams)

Included as **Appendix 3** - at the end of this document.

- ▶ Ensures a *complaints and appeals procedure* covering general complaints regarding the school's delivery or administration of a qualification is in place

Complaints and appeals procedure

Included as **Appendix 4** - at the end of this document.

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

Child protection/safeguarding policy

The Child Protection/Safeguarding Policy which satisfies current legislative requirements and includes information relating to Disclosure and Barring Service (DBS) clearance can be found on the school's website

- ▶ Ensures the school has a data protection policy in place

Data protection policy

The Data Protection Policy can be found on the school's website.

- ▶ Ensures the school has documented processes in place relating to access arrangements and reasonable adjustments

Access arrangements policy

Included as **Appendix 5** - at the end of this document.

Conflicts of interest

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

- a member of centre staff is taking a qualification at another centre
- ▶ 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 e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- ▶ Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel

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, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- ▶ 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 him/herself with a photo ID card and must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility

Exams officer

- ▶ Understands the contents of annually updated JCQ publications including:
 - General regulations for approved centres*
 - Instructions for conducting examinations*
 - Suspected Malpractice - Policies and Procedures*
 - Post-results services (PRS)*
- ▶ Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- ▶ 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 and keeps a record of the training provided to invigilators for the required period
- ▶ Works with the SENCo and/or Access Arrangements Specialist 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

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*
 - Instructions for conducting examinations*

Access Arrangements and Reasonable Adjustments
Suspected Malpractice - Policies and Procedures
Instructions for conducting non-examination assessments
A guide to the special consideration process

Special educational needs co-ordinator (SENCo and/or Access Arrangements Specialist)

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications 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 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 and/or Access Arrangements Specialist
- ▶ 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 and/or Access Arrangements Specialist
- ▶ Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- ▶ Attend relevant awarding body training and update events

Invigilators

- ▶ Attend/undertake 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 the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site staff

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

Students

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

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 season** 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 school staff within this season.

Planning: roles and responsibilities

Information sharing

Head of centre

- ▶ Directs relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SM and NEA

Exams officer

- ▶ Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- ▶ Signposts relevant centre staff to JCQ information that should be provided to candidates
- ▶ As the school 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
- ▶ Obtains key dates to ensure all external deadlines can be effectively met; informs key school staff of internal deadlines
- ▶ Collects information on internal exams to enable preparation for and conduct of all internal tests

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

Access arrangements

Head of centre

- ▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the school
- ▶ Ensures a written process 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 and/or Access Arrangements Specialist is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo and/or Access Arrangements Specialist

- ▶ Assesses students (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- ▶ Gathers **evidence** to support the need for access arrangements for a student
- ▶ Liaises with teaching staff to gather evidence of **normal way of working** of an affected student
- ▶ 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 through Access arrangements online (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- ▶ Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (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 appropriately 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
- ▶ Provides and annually reviews a centre policy on the **use of laptops** in exams and assessments

Laptop policy (exams)

Included as **Appendix 6** - at the end of this document.

Separate invigilation within the school

SENCo and/or Access Arrangements Specialist ensures criteria for candidates granted **separate invigilation within the school** is clear, meets JCQ regulations and best meets the needs of individual students and remaining students in main exam rooms

Senior Leaders, Head of department, Teaching staff

- ▶ Support the SENCo and/or Access Arrangements Specialist in identifying and implementing appropriate access arrangements
- ▶ Senior leaders provide a statement for inspection purposes which details the criteria the school uses to award and allocate laptops for examinations

Internal assessment and endorsements

Head of centre

Controlled assessments, coursework and non-examination assessments

- ▶ Ensures arrangements are in place to co-ordinate and standardise all marking of centre-assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- ▶ Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- ▶ Provides fully qualified teachers to mark non-examination assessments
- ▶ 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 school's marking (see Roles and responsibilities overview)
- ▶ Ensures a **non-examination assessment policy** is in place for new GCSE qualifications which include components of non-examination assessment

Non-examination assessment policy

Included as **Appendix 7** - at the end of this document.

- ▶ Ensures any irregularities relating to the production of work by students are investigated and dealt with internally if discovered prior to a student signing the authentication statement (where required) or reported to the awarding body if a student has signed the authentication statement

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 students' work
- ▶ Ensure appropriate internal moderation, standardisation and verification processes are in place
- ▶ Ensures teaching staff delivering OCR Cambridge Nationals or Entry Level Certificate follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- ▶ Ensure teaching staff delivering GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments 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 students of their centre assessed marks as a student 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 students are aware of JCQ and awarding body information for students on producing work that is internally assessed (non-examination assessments, social media) prior to assessments taking place

- ▶ Ensure students are informed of their centre assessed marks as a student 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
- ▶ Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of students is maintained at all times
- ▶ Teaching staff or senior members of staff with overall responsibility for candidate's preparation will not be used to invigilate examinations in their/those subjects.

Exams officer

- ▶ Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- ▶ External invigilators will be used for exam supervision for external and internal exams.
- ▶ Securing the necessary Disclosure and Barring Service (DBS) check and clearance for new invigilators is the responsibility of the HR Assistant in liaison with the Exams Officer.
- ▶ Invigilators are timetabled and briefed by the Exams Officer.
 - Invigilators' rates of pay are set by the centre administration.
 - Invigilators will be required to sign and adhere to the Calthorpe Park School Code of Conduct.
- ▶ Provides training for new invigilators and an annual 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 student) 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 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

Estimated entries

Exams officer

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

Estimated entries collection and submission procedure

Examination Officer collects estimated entries by using the school's MIS system and by contacting Heads of Departments. These are submitted to the awarding bodies, as required, using the exam boards' secure sites.

Head of department

- ▶ Provides entry information requested by the EO to the internal deadline
- ▶ Informs the EO immediately of any subsequent changes to entry information

Final entries

Exams officer

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

Final entries collection and submission procedure

Examination Officer provides Head of Department with final entry list to be double checked. The final examination entries are submitted to the exam boards via the school's MIS system.

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 student 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

The school will pay all normal exam fees on behalf of internal students.

Late entry or amendment fees or re-sits are paid by the school, department or students as agreed between them.

Students 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.

Late entry, withdrawal or amendment of entries which incur a financial penalty from the examination boards will be charged to students if they arise from that student's error or omission.

The school may impose a charge equal to the financial charges levied by examination boards on:

- Students whose entries are withdrawn because of incompleteness of non-examined assessments
- Students who make a decision to enter or withdraw from an examination after the entry deadline
- Students who fail to attend an examination and do not produce medical evidence or evidence of other mitigating circumstances. This will be communicated in writing to students and parents/carers

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

Private candidates

Calthorpe Park School does not accept entries from external candidates.

Candidate statements of entry

Exams officer

- ▶ Provides students and parents with statements of entry for checking

Students

- ▶ Check that entry information is correct or notify the Examination Officer of any discrepancies

Pre-exams: roles and responsibilities

Access arrangements

SENCo and/or Access Arrangements Specialist

- ▶ Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for students 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 student 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 student to access it
- ▶ Allocates appropriately trained centre staff to facilitate access arrangements for students 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 student (including distance learners and home educated candidates) and that the student is assessed by the school's appointed assessor

Briefing candidates

SLT

- ▶ Holds briefing assemblies prior to examinations
- ▶ Informs students and parents/carers of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- ▶ Informs students when and how results will be issued and the staff that will be available
- ▶ Informs students when and how certificates will be issued

Exams officer

- ▶ Issues individual exam timetable information to students
- ▶ Prior to exams issues relevant JCQ information for students documents
- ▶ Where relevant, issues relevant awarding body information to students
- ▶ Issues centre exam information to students 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
- ▶ wrist watches in exam rooms
- ▶ the post-results services and how the centre deals with requests from students

Access to scripts, reviews of results and appeals procedures

SLT holds briefing assemblies prior to examinations which includes:

- when, where and with whom students will have the opportunity to discuss their results
- the post-results services that will be made available to them by awarding bodies
- how they request a service
- the deadlines that have to be met and fees that will be charged
- how students are informed of the outcome of their request
- the internal appeals procedure to manage disputes when a student disagrees with a school decision not to support a review of results or an appeal
- Information on Access to Scripts and Reviews will also be published on the website

The Internal Appeal Procedure is included as Appendix 2 - at the end of this document.

Dispatch of exam scripts

Exams officer

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

Internal assessment and endorsements

Head of centre

- ▶ Ensures procedures are in place for students to appeal internal assessment decisions and make requests for reviews of marking

SENCo and/or Access Arrangements Specialist

- ▶ Liaises with teaching staff to implement appropriate access arrangements for students undertaking internal assessments and practical endorsements

Teaching staff

- ▶ Support the SENCo and/or Access Arrangements Specialist in implementing appropriate access arrangements for students undertaking internal assessments and practical endorsements
- ▶ Assess and authenticate students' work
- ▶ Assess endorsed components
- ▶ Ensure students are informed of centre assessed marks prior to marks being submitted to awarding bodies

Head of department

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

Exams officer

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

Students

- ▶ Authenticate their work as required by the awarding body

Invigilation

Exams officer

- ▶ Trains new invigilators on appointment and updates experienced invigilators on any regulation changes
- ▶ Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a student and invigilator [acting as a practical assistant, 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, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- ▶ Allocates invigilators to exam rooms (or where supervising students due to a timetable clash) according to the required ratios
- ▶ Liaises with the SENCo and/or Access Arrangements Specialist regarding the facilitation and invigilation of access arrangement students

SENCo and/or Access Arrangements Specialist

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

Invigilators

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

JCQ Centre Inspections

Exams officer or Senior leader

- ▶ Will accompany the Inspector throughout the visit

SENCo and/or Access Arrangements Specialist or relevant Senior leader (in the absence of the SENCo and/or Access Arrangements Specialist)

- ▶ 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 student identity

Candidate Identification Procedure

A member of SLT is present at the start of each exam to identify the students sitting the examinations.

In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the student will be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Students are informed of this procedure in advance and well before their first examination.

Once identification has been established, the student should replace, for example, their veil and proceed as normal to sit the examination.

Any Private Candidates are asked to attend a meeting prior to entry submission and is asked to bring identification.

- ▶ Ensures invigilators are aware of the procedure
- ▶ Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures students 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 student identity provided by the EO
- ▶ Seat students in exam rooms as instructed by the EO/on the seating plan

Security of exam materials

Exams officer

- ▶ Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre.
- ▶ Ensures only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders
- ▶ 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 question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- ▶ Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- ▶ Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

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 resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort, once all other options have been exhausted and according to the centre's policy)
- ▶ Identifies exam rooms
- ▶ Allocates invigilators to exam rooms (or where supervising students due to a timetable variation) 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 and/or Access Arrangements Specialist regarding rooming of access arrangement students

SENCo and/or Access Arrangements Specialist

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

- ▶ 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 using the JCQ *Alternative Site* form of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

Exams officer

- ▶ Liaises with the host or entering school, as required
- ▶ Processes requests to the awarding body deadline
- ▶ Where relevant (for an internal student) informs the student 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
- ▶ Identifies and resolves student exam clashes
- ▶ Provides seating plans for exam rooms
- ▶ Requests internal exam papers from teaching staff
- ▶ Arranges invigilation
- ▶ Liaises with the SENCo and/or Access Arrangements Specialist regarding rooming of access arrangement students

SENCo and/or Access Arrangements Specialist

- ▶ Liaises with EO to make appropriate arrangements for access arrangement students

Teaching staff

- ▶ Provide exam papers and materials to the EO by the deadline
- ▶ Collect the exam papers once the exams have been completed
- ▶ Ensure students who were absent from the exam sit the exam on their return to school

Exam time: roles and responsibilities

Access arrangements

Exams officer

- ▶ Provides cover sheets for access arrangement students' 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

Student absence

Student absence policy

Students who are absent are identified by the invigilators as soon as possible after the start of an exam and names passed on to the Examination Officer and/or Registry Officer for chasing.

If students are not marked as present on the school's MSI system, the registry officer contacts the parent/carer.

Parent/carer is reminded of JCQ rule for very late student.

If there is no valid/medical reason for absence the students will be presented with an invoice to pay the entry fee.

Invigilators

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

Students

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

Student behaviour

See *Irregularities* below.

Student belongings

See *Unauthorised items* below.

Student late arrival

Exams officer

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

- ▶ Ensure that relevant information is recorded on the exam room incident log

Student late arrival policy

Late students (students who arrive within the hour of the awarding body's published starting time) are allowed to enter the exam room and will be allowed the full time for the exam.

Very late students (students who arrive more than one hour after the awarding body's published starting time) are allowed to enter the exam room and will be allowed the full time for the exam, however, will be warned that the exam board may not accept the exam paper.

Conducting exams

Head of centre

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

Exams officer

- ▶ Ensures exams are conducted according to JCQ and awarding body instructions

Dispatch of exam scripts

Exams officer

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

Exam papers and materials

Exams officer

- ▶ Organises exam question papers and associated confidential resources in date order in the secure storage facility
- ▶ Attaches erratum notices received to relevant exam question paper packets
- ▶ Collates attendance registers and examiner details in date order
- ▶ Regularly checks mail or email 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 additional/second check is recorded
- ▶ Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash students 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
- ▶ 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 information relating to food and drink that may be allowed in exam rooms is clearly communicated to students

Food and Drink Policy (Exams)

Students are allowed to bring in water bottles into the examination room, however, all labels have to be removed.

Food can only be brought into the exam room when related to medical reasons – all packaging and labels must be removed.

Leaving the Examination Room Policy

Students who are allowed to leave the examination room temporarily must be 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. Those students may be allowed extra time at the discretion of the school to compensate for their temporary absence.

Exams officer

- ▶ Ensures exam rooms are set up and conducted as required in the regulations
- ▶ Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred students and access arrangements students)
- ▶ 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 students who may need to leave the exam room temporarily and how this should be recorded
- ▶ Provides authorised exam materials which students are not expected to provide themselves
- ▶ Ensures invigilators and students are aware of the emergency evacuation procedure
- ▶ Ensures invigilators are aware of arrangements in place for a student 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 student with a disability who may need assistance if an exam room is evacuated

Emergency evacuation policy

Included as **Appendix 8** - at the end of this document.

Site staff

- ▶ Ensure exam rooms are available and set up as requested by the EO
- ▶ Ensure grounds or school maintenance work does not disturb exam students 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 school staff, students, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

Managing Behaviour Policy

Students who are being disruptive during the exam are given a verbal warning from the invigilator. Should the behaviour persist, the student will be removed from the exam room by either the EO or a member of SLT.

Malpractice form will be submitted to the exam board.

Senior leaders

- ▶ Ensure support is provided for the EO and invigilators when dealing with disruptive students in exam rooms
- ▶ Ensure that internal disciplinary procedures relating to student behaviour are instigated, when appropriate

Exams officer

- ▶ Provides an exam room incident log in all exam rooms for recording any incidents or irregularities

- ▶ Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

Invigilators

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

Malpractice

See *Irregularities* above.

Special consideration

Senior leaders

- ▶ Provide signed evidence to support eligible applications for special consideration

Exams officer

- ▶ Processes eligible applications for special consideration to awarding bodies
- ▶ Gathers evidence which may need to be provided by other staff in school or students
- ▶ Submits requests to awarding bodies to the external deadline

Students

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

Unauthorised items

Arrangements for unauthorised items taken into the exam room

Any unauthorised items that have been taken into the examination room will be collected by the Invigilator and placed out of reach of the candidates before the examination starts. This will normally either be at the front of the examination room or in the Registry office.

Prior to the examination starting, the invigilator must ensure that candidates have removed their wrist watches, placing them on their desks.

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 students' 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 students or disposed of according to the requirements

Managing results day(s)

Senior leaders

- ▶ Identify school staff who will be involved in the main summer results day(s) and their role
- ▶ Ensures senior members of staff are accessible to students after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures students are informed of the periods during which school staff will be available so that they may plan accordingly

Results day programme

SLT ensures teachers are available to issue results to students on summer results day. Any results not collected will be collated and kept securely.

Parents and students are informed prior to results day what the arrangements are should they wish to have results posted home or if someone is to pick up the results on a student's behalf.

Information on Post-Result Services is also available to students on results day, and teachers as well as the exams officer are available to assist with any queries from the students regarding their results.

Site staff

- ▶ Ensure the school is open and accessible to school staff and students, as required

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 students
- ▶ Understands that it is not permitted to withhold provisional results from candidates under any circumstances

Senior leaders

- ▶ Informs students in advance of when and how results will be released to them

Exams officer

- ▶ 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 students on issue of results date
- ▶ Provides summaries of results for relevant school staff on issue of results date

Post-results services

Head of centre

- ▶ Ensures an **internal appeals procedure** is available where students 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 school 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 students and staff on the services provided by awarding bodies and the fees charged
- ▶ 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 student 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 students and relevant school staff of outcomes
- ▶ Updates school results information, where applicable

Teaching staff

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

Candidates

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

Analysis of results

Data manager

- ▶ Provides analysis of results to appropriate school staff
- ▶ Provides results information to external organisations where required

- ▶ Undertakes the *secondary school and college (key stage 4/16-18) performance tables June and September checking exercise*

Exams officer

- ▶ 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.

Certificate Issue Procedure

It is school policy to securely hold all of the certificates a student obtains until they leave school. Students receive a single pack containing all of their certificates at the annual Certificate Evening for Year 11 leavers.

The school maintains a central record of certificates issued which confirms safe receipt.

Students

- ▶ 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

Certificate Retention Policy

Students unable to attend Certificate Evening may collect their certificates from the Registry office – identification and a signature will be required.

If a student requires the early release of their certificates, they may request them from Registry and sign to acknowledge receipt.

Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so.

Replacement certificates are only available from the issuing Awarding body at the request of the candidate. The candidates will be charged for the costs incurred.

The centre will charge students a fee to recover and prepare a statement of results for ex-pupils (no charge for 2 years following leaving date).

The centre retains uncollected certificates for one year.

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, students and invigilators

Senior leaders

- ▶ Work with the EO to produce a plan to action any required improvements

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 exams archiving policy that identifies information held, retention period and method of disposal

Appendix 1: Exam contingency plan

Appendix 2: Internal appeals procedures

Appendix 3: Disability policy (exams)

Appendix 4: Complaints and appeals procedure

Appendix 5: Access arrangements policy

Appendix 6: Laptop policy (exams)

Appendix 7: Non-examination assessment policy

Appendix 8: Emergency evacuation policy