Exams Policy

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Purpose of the Policy

The centre is committed to ensuring that the examinations and assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This policy will ensure that:

- all aspects of the centre's process are documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures are signposted to
- the workforce is well informed and supported
- all centre staff involved in the process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the examination/assessment system at all times
- exam candidates understand the process and what is expected 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. It will be made accessible on the academy website and will also be brought to the attention of candidates, parents and carers.

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 to ensure the security and integrity of the examinations/assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant with published JCQ regulations and awarding body requirements.

Heads of Centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of JCQ *General Regulations for Approved Centres* booklet. In particular, heads of centre must familiarise themselves with sections 5.1, 5.3 and 5.4.

Heads of Centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments. (GR, section 1)

The Examinations Manager is the person appointed by the Head of Centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

The Headteacher/Principal on site (the Head of Centre) cannot also be the Examinations Manager. A Head of Centre and an Examinations Manager are two distinct and separate roles.

Head of Centre responsibilities

Heads of centre must familiarise themselves with the entire contents of the current General Regulations for Approved Centres (GR) document along with senior leadership teams and exam office personnel.

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

Where an action letter is issued by the JCQ Centre Inspection Service, the Head of Centre must ensure that arrangements are put in place within the centre, in accordance with the timeframes and process set out in the action letter, to prevent any recurrence of the issue(s).

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

(ICE Introduction) **It is the responsibility of the Head of Centre to ensure that all staff comply with the instructions in the** Instructions for conducting examinations **document**. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures.

The Head of Centre must ensure:

- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims, centre-assessed marks or modified papers.
- all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority

Head of Centre

- Understands the contents, refers to and directs relevant centre staff to current JCQ documents including:
- *A guide to the special consideration process* (SC)
- *Access Arrangements and Reasonable Adjustments* (AARA)
- *AI Use in Assessments: Your role in protecting the integrity of qualifications*
- *Guidance for centres on cyber security*
- *Instructions for conducting coursework* (ICC)
- *Instructions for conducting examinations* (ICE)
- *Instructions for conducting non-examination assessments (GCE and GCSE specifications)* (NEA)
- *Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)* (NEA VTQs)
- *Notice to Centres – Informing candidates of their centre-assessed marks*
- *Plagiarism in Assessments – Guidance for Teachers/Assessors*
- *Suspected Malpractice – Policies and Procedures* (SMPP)

- Ensures the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- Where/if using a third party to deliver any part of a qualification (including the assessments or the administration) at the centre:
    - maintains oversight of, and responsibility for, the delivery and administration of the qualification in accordance with JCQ regulations, awarding body requirements and the regulator's Conditions of Recognition
    - has in place a robust written agreement with the third party (unless exclusions apply), that includes provisions which ensure that qualifications are delivered in a way that complies with their agreement with the awarding body, to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
    - ensures that a copy of the written agreement is available for inspection if requested by the awarding body

    - monitors delivery by the third party to maintain compliance with the published JCQ regulations and awarding body requirements, ensuring the security and integrity of examinations and assessments
    - ensures sufficient managerial and other resources are in place to resolve any issues
- Ensures that relevant members of staff respond promptly to requests and/or actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section)
- Ensures that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments
- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery such as a cyber-attack
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

Resilience and contingency arrangements

(GR 3.26-36)

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

In the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

Process for gathering evidence of candidate assessment performance follows the Ofqual guidance:

- A full suite of subject assessments will be undertaken in the first half of the academic year to create greater resilience in the face of unforeseen events.
- Total assessment time will not exceed the total time students would not exceed the total time students would spend taking exams for the relevant qualification, plus any time spent on non-exam assessment.
- All mock exams will be completed in line with the Ofqual guidance, students:
    - should not know the questions in the assessment beforehand
    - should work independently and without assistance (other than as required for a reasonable adjustment)
    - should not have access to books or revision notes
    - should be supervised during the assessment, though centres do not have to use external invigilation
    - should be assessed under timed conditions equivalent to those under which they would expect to complete the assessment (or part of an assessment) during their exam
- All students will be assessed using the same material at the same time
- Reasonable adjustments will be made in line with access arrangement policy

- Assessments will be marked in line with published exam board mark schemes and guidance where appropriate
- These assessments will not be repeated and will be retained by the centre, copies can be provided to the student for study support

The Centre must have in place, and at all times comply with an up to date written contingency plan.

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

The plan must cover the following scenarios:

- the Head of Centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo (or equivalent role), examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding, which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.

As part of its contingency plan the centre must identify an alternative site or alternative sites which can be used if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different year groups.

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

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

Cyber security

(GR 3.37-38)

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

- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training
- The training must include:
  - the importance of creating strong, unique passwords for all accounts
  - keeping all account details strictly confidential
  - the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access
  - how to properly set up and use MFA for both centre and awarding bodies' systems
  - an awareness of all types of social engineering/phishing attempts
  - the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

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

- developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies
- implementing and enforcing robust security measures, including:
    - where available, MFA must be used for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data
    - Where MFA is not available on the centre's systems, an equivalent multi-layered security approach must be in place. For example, strong log-in controls, access and monitoring controls and secure storage so that exam-related data is protected in line with cyber security best practice.
    - regularly reviewing and updating security settings to align with current best practices
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*
- Authorised staff will have access, where necessary, to a device which complies with awarding bodies' MFA requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

Exams Officer

- To ensure that they follow best practice in relation to the management of individual/personal data/accounts
- To provide evidence of an awareness of best practice in relation to cyber security as defined by JCQ regulations/guidance, including the completion of certificated, annual, up-to-date cyber security awareness training
- To undertake training on:
    - the importance of creating strong, unique passwords
    - keeping all account details secret
    - enabling additional security settings wherever possible
    - updating any passwords which may have been exposed
    - setting up/an awareness of secure account recovery options
    - reviewing and managing connected applications
    - awareness of all types of social engineering/phishing attempts
    - reviewing and monitoring account access on a regular basis

Cyber Security Policy

In all matters relating to Cyber Security, the HAT Online Safety Policy will be followed. Which is available to view here: https://www.hattonacademiestrust.org.uk/wp-content/uploads/2025/08/HAT-Online-Safety-Policy-Staff.pdf

Recruitment, Selection, Training and Support

It is the responsibility of the Head of Centre to ensure that the centre

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other appropriate resources, to undertake the delivery and administration of the qualification and assessments 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
  The centre's contingency planning must include succession arrangements for members of staff involved in examination and assessment administration.
- Provides fully qualified teachers/assessors for the verification and marking of centre-assessed components
- Ensures that teaching staff do not use AI tools as the sole or primary means of marking candidates' work
  Teachers must review all the work in its entirety and determine the mark it warrants using their own professional judgement regardless of the outcomes of an AI tool. The teacher remains responsible for the mark/grade awarded. This is subject to any further guidance published by the regulators.
- Enables the relevant senior leader(s), teachers, the examinations officer (EO) and the SENCo (or equivalent role) to receive appropriate training and support ~~in order~~ to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ and awarding body regulations
- Ensures the SENCo (or equivalent role), the centre's appointed access arrangements assessor and the examinations officer undertake regular CPD, such as attending an annual update course
- Ensures that the SENCo (or equivalent role) understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations

External and Internal Governance Arrangements

(GR 5.3)

- Has in place a written escalation process should the Head of Centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent

Escalation Process

- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Manager/Officer

- Can confirm to an awarding body the external governance arrangement so that the awarding body has confidence in the integrity of centre activities, such as the delivery of qualifications and the conducting of examinations and assessments

The Academy's detailed escalation process is contained within Appendix 1 - Examination Contingency Plan

Delivery of Qualifications

(GR 5.3)

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

Public Liability

(GR 5.3)

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

Controlled Assessments, Coursework and Non-Examination Assessments

(GR 5.3)

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

Security of Assessment Materials

(GR 5.3)

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including:
    - ensuring the security of all assessment materials
    - ensuring that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
    - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
    - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*

- access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
- 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

- give candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

National Centre Number Register and other information requirements

(GR 5.3)

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

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

Centre Inspections

(GR 5.3)

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation, an unannounced visit or any requests for information within the stipulated timeframe
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

Policies/Procedures

- Has in place the following written policies for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre:

Child Protection/Safeguarding Policy (Exams)

Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements. The HAT policy can be viewed here

- 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 where the Head of Centre, the examinations officer or SENCo is absent at a critical stage of the examination cycle.

The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

All relevant centre staff must be familiar with the examination contingency plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.

Complaints and Appeals Procedure (Exams)

Ensures a complaints policy covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers. The procedure can be viewed in appendix 5

Conflicts of Interest

(GR 5.3)

Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:

- any members of centre staff who are taking a qualification at this centre which includes internally-assessed components/units*
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally-assessed components/units (this requirement also extends to centre staff conducting internally assessed or externally assessed Speaking, Listening or Oracy components/units)
- maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:

- exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments, either at this centre or other centres
- centre staff are taking qualifications at this centre which do not include internally-assessed components/units*
- centre staff are taking qualifications at other centres
- Retains records of all conflicts of interest, including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later)

*Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:

  - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials
  - during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment

Head of Centre

Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where:

- a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (noting that being entered by the centre must be 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 close relationship to the candidate
- Maintains clear 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 has a close relationship 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 (noted that being entered by the centre must be as a last resort where unable to find an alternative centre)
- a member of centre staff is taking a qualification at another centre

Data Protection Policy (Exams)

Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations. The HAT policy can be viewed here.

Equalities Policy

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

Exam Contingency Plan

Ensures there is a contingency plan in place, the centre's contingency policy can be found under Appendix 1.

Internal Appeals Procedures

- Ensures an internal appeals procedure is in place and drawn to the attention of candidates and (where relevant) their parents/carers. The Internal Appeals Policy can be found under Appendix 6.
- The Hatton Academies Trust (HAT) Equality and Diversity policy can be referred to here.

Malpractice Policy

- 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 and after assessments have taken place
- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication *Suspected Malpractice – Policies and Procedures*
- Ensures irregularities are investigated and informs the awarding bodies immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation.
- a malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments and how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).

As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication Suspected Malpractice - Policies and Procedures and provides such information and advice as the awarding body may reasonably require.

Non-Examination Assessment (including controlled assessments and coursework) Policy

- Ensures a non-examination assessment policy is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy). This can be found in appendix 4.
- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

Whistleblowing Policy (Exams)

- Whistleblowing at the Academy is encouraged, not penalised, and staff are made aware that they have a duty to report any concerns they have about the conduct of examinations.
- The Head of Centre and the board of trustees at the Academy aim to create and maintain an approach to examinations that reflects an ethical culture, and encourages staff and students

to be aware of and report practices that could compromise the integrity and security of examinations.

The HAT Whistleblowing Policy can be viewed here.

Word Processor Policy (Exams)

- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments. This information can be viewed in appendix 7.

Access Arrangements and Reasonable Adjustments

(GR 5.4)

The Head of Centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, to coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, those for whom English is an additional language and those with a temporary illness or injury
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
- recognise their duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process and to make reasonable adjustments to the services the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid) †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements).
- The Head of Centre will ensure that all access arrangements assessors hold the qualifications required under Chapter 7 of the JCQ Access Arrangements and Reasonable Adjustments document. Prior to appointment, copies of qualifications, professional memberships and evidence of current practice will be reviewed and retained. The SENCo will maintain a record of assessor qualifications and evidence for inspection purposes. Any updates to qualifications or professional status will be reviewed annually.
- have a written process in place to check the qualification(s) of their assessor(s) and that the correct procedures are followed, as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*

Access Arrangements Policy

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments. This is available to view in Appendix 3.

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

Malpractice

(GR 5.11)

The centre will:

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

Personal Data

(GR 6.6, 6.8)

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications; relevant privacy notices are provided to candidates.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programs and data ("Student Materials"). Awarding bodies may use the Student Materials to evaluate candidates' performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

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

National Centre Number

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures the National Centre Number Register annual update is responded to by the end of October every year
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part

of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre Declaration

- 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:
    a) the centre status being suspended
    b) the centre not being able to submit examination entries
    c) the centre not receiving or being able to access question papers
    d) and ultimately, awarding bodies could withdraw their approval of the centre

Centre Inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, 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 Manager Officer

- Understands the contents of current JCQ documents including:
    - A guide to the special consideration process
    - General Regulations for Approved Centres
    - Instructions for conducting examinations
    - Suspected Malpractice - Policies and Procedures
    - Post-Results Services (PRS)
    - A guide to the special consideration process
- Completes/submits the National Centre Number Register annual update (the Register is administered on behalf of the JCQ awarding bodies AQA, Cambridge OCR, CCEA, City & Guilds, NCFE, Pearson and WJEC) by Cambridge OCR https://ocr.org.uk/administration/ncn-annual-update/) by the end of October every year even if there are no changes to centre details, to confirm the centre's contact details or informs of any changes ((and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)

Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines

- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as may be applicable to the centre; keeps a record of the content of training provided to invigilators and those facilitating an access arrangement for a candidate under examination conditions, as well as a record of invigilator attendance, for the required period
- Works with the SENCo (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series

- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

Senior leaders

- Are familiar with the contents, refer to and direct relevant centre staff to current JCQ documents including:
    - *A guide to the special consideration process*
    - *Access Arrangements and Reasonable Adjustments*
    - *AI Use in Assessments: Your role in protecting the integrity of qualifications*
    - *Guidance for centres on cyber security*
    - *Instructions for conducting coursework*
    - *Instructions for conducting examinations*
    - *Instructions for conducting non-examination assessments (GCE and GCSE specifications)*
    - *Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)*
    - *Notice to Centres – Informing candidates of their centre-assessed marks*
    - *Plagiarism in Assessments – Guidance for Teachers/Assessors*
    - *Post-Results Services*
    - *Suspected Malpractice – Policies and Procedures*
- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the Exams Manager and SENCo (or equivalent role)
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

Special educational needs co-ordinator (SENCo) or equivalent role

- Understands the contents, refers to and directs relevant centre staff to current updated JCQ documents including:
    - Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

  (GR 5.4)

- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s) and supporting evidence of (This information must be readily available for inspection at the venue where the candidate is taking the examination.
- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes

Teaching staff

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

Invigilators

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

Reception staff

- Support the Exam Manager in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examination/assessment materials

Site staff

- Support the Exam Manager in relevant matters relating to exam rooms and resources

Candidates

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

The Exam Cycle

The exams management and administration process that needs to be undertaken for each **exam series** is referred to as the **exam cycle** and relevant tasks which need to be undertaken before, during and after an exam series grouped into the following stages:

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

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

Planning: roles and responsibilities

Information sharing
Security of assessment materials
Head of Centre

(GR 3.6)

- Ensures the centre has a secure storage facility in a room solely assigned to examinations

(ICE 3.1)

The Secure Room and the Secure Storage Facility

Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure room with a secure storage facility, e.g. safe or security cabinet.

The secure room

The secure room must only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to a minimum of two and a maximum of six key, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures.

The secure room **must** be accessible throughout an examination series for the storage of question papers and be available for inspection.

The secure storage facility

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

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

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

Information Sharing

Head of Centre

- Directs relevant centre staff to current JCQ documents including GR, ICE, AARA, SMPP, ICC**,** NEA and SC

Exams Manager/Officer

- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
- Signposts relevant centre staff to JCQ information that must be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding bodies secure online systems

Information Gathering

Exams Manager/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 mock examinations

Senior leaders/Heads of Department

- Respond (or ensure teaching staff respond) to requests from the Exams Manager on information gathering

- Meet the internal deadline for the return of information
- Inform the Exams Manger of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Note the internal deadlines in the annual exams plan and directs teaching staff to meet these

Access Arrangements

Head of Centre

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

SENCo

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the Head of Centre) to identify access arrangements/reasonable adjustments requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working for a candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Informs relevant candidates that an application for access arrangements will be processed using *Access Arrangements Online (AAO),* complying with the UK GDPR and the Data Protection Act 2018
- In conjunction with the exams officer, applies for **approval** through **Access Arrangements Online** (AAO) via the **Centre Admin Portal** (CAP), where required or through the awarding body where any 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 Exams Manger regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Works with the Exams Manger to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations.

Senior leaders, Teaching staff

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

Separate Invigilation

- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in

main exam rooms. Further details can be found in the access arrangement policy in appendix 3.

Internal Assessment and Endorsements

Head of Centre

Controlled assessments, coursework, non-examination assessments and portfolios of evidence

(GR 5.7)

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with the awarding body's specification as well as ethical standards and the centre's safeguarding responsibilities
- (As applicable) Ensures awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications (This will allow the candidates for each specification to be treated as a single group for the moderation of centre- assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed)
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre-assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation/verification samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
- Ensures any possible conflict of interest is declared to the relevant awarding body before the published deadline for entries for each examination series, i.e. where a member of staff assesses a candidate with whom they have a close personal relationship (The candidate's work will be submitted for moderation whether or not it is part of the moderation sample)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework, which includes details on how candidates' work will be authenticated, is in place
- Ensures that where candidates' work is produced electronically it is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up via the Cloud (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place

- Ensure teaching staff delivering GCE & GCSE specifications and Vocational and Technical Qualifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensure teaching staff inform candidates of their centre-assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (AI (Artificial Intelligence and 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 Manager

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant and current JCQ Information for candidates documents

Invigilation Arrangements

Head of Centre

- Ensures relevant support is provided to the Exams Manager in recruiting, training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- Ensures that, wherever possible the following individuals are not assigned as invigilators during an examination: a teacher, ~~a~~ teaching assistant, ~~a~~ tutor or ~~a~~ senior member of centre staff who teaches the subject being examined or a learning support assistant who has supported one or more candidates ~~is not an invigilator during the examination~~

Exams Manager/ 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 or malpractice sanctions are applied to them
- Provides thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year, before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring 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 and Registrations: Roles and Responsibilities

Head of Centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.6 **Entries and registrations**)

Estimated Entries

Exams Manager/ Officer

- Requests estimated or early entry information, where this may be required by awarding bodies, from senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met

Senior leaders

- Provide entry information requested by the Exams Manager to the internal deadline
- Inform the Exams Manager immediately of any subsequent changes to entry information

Final Entries

Head of Centre

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

Exams Manager/ Officer

- Requests final entry/registration information from senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs senior leaders of subsequent deadlines for making changes to final entry information without charge
- Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which must to be met at the point of certification
- Confirms with senior leaders 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
- Follows each awarding body's terms and conditions for the registration, entry and timely withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification

Senior leaders/Head of Department

- Provide information requested by the Exams Manager to the internal deadline
- Inform the Exams Manager 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
- Check final entry submission information provided by the Exams Manager and confirms information is correct or highlights any discrepancies

Late Entries

Exams Manager/ Officer

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

Senior leaders/Heads of Department

- Minimise the risk of late entries by
    - following procedures identified by the Exams Manager in relation to making final entries on time
    - meeting internal deadlines identified by the Exams Manager for making final entries

Candidate Statements of Entry

Exams Manager/Officer

- Provides candidates with statements of entry for checking

Teaching staff

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

Candidates

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

Pre-exams: Roles and Responsibilities

Head of Centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.8 Candidate information)

Access Arrangements and Reasonable Adjustments

SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates with learning difficulties or disabilities, those for whom English is an additional language and those with a temporary illness or injury
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for them
- Ensures exam information (JCQ information for candidates' documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement)
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (such as a distance learner or a home educated student) and that the candidate is assessed by the centre's appointed assessor)

Briefing Candidates

Exams Manager/Officer

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to assessments and/or examinations taking place, issues/distributes relevant JCQ *Information for candidates* documents (AI (Artificial Intelligence and assessments), coursework, non- examination assessments, on-screen examinations, social media and written examinations) and awarding body privacy notices
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
    a) exam timetable clashes
    b) arriving late for an exam
    c) absence or illness during exams
    d) what equipment is/is not provided by the centre
    e) food and drink in exam rooms
    f) unauthorised items in exam rooms
    g) when and how results will be issued and the staff that will be available
    h) the post-results services information and how the centre will deal with requests from candidates
    i) when and how certificates will be issued

Dispatch of Exam Scripts

Exams Manager/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

Estimated Grades

Senior leaders/Heads of Department

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

Exams Manager/Officer

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

Internal Assessment and Endorsements

Head of Centre

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

SENCo

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

Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work

- Assess endorsed components
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

Senior leaders/Heads of Department

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

Exams Manager/Officer

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors 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 candidates' work

Candidates

(NEA Appendix 4 / ICC Appendix 1)

- Read and understand the *Notice to Candi*dates within the Candidate declaration form and sign the declaration (or authenticate their work as required by the awarding body)

Invigilation Arrangements

Exams Manager/Officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, prompter, reader or scribe) are accommodated on a one-to-one basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/prompter/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the ALS lead/SENCo regarding the facilitation and invigilation of access arrangement candidates

SENCo

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

Invigilators

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

JCQ Centre Inspections

Exams Manager/Officer or **Senior leader**

- Will accompany the Inspector throughout a visit

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

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

Seating and Identifying Candidates in Exam Rooms

Exams Manager/Officer

- Ensures a procedure is in place to verify the identity of all candidates
- Ensures invigilators are aware of the procedure
- Ensures invigilators are aware of the procedure
- Creates a seating plan prior to each exam taking place that shows the exact position of each candidate in the examination room (and ensures any changes made to seating arrangements during the exam(s) are noted on the seating plan)
- Provides seating plans for every exam room according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

Invigilators

- Follow the procedure provided by the Exams Manager/Officer which details how the identity of all candidates sitting exams will be confirmed
- Seat candidates in exam rooms as instructed by the Exams Manager/Officer/on the seating plan

Procedure to Verify Identity of Candidates

Invigilators are able to establish the identity of all candidates sitting examinations in accordance with this procedure and by following the arrangements in place for them to carry out adequate checks. (ICE 16)

The process at is:

A member of SLT or Pastoral staff will be present at the entrance of the exam room and can identify candidates. Candidates have a candidate card, produced by the school, which includes a photograph. Candidate cards are placed on the desk by the invigilators before every examination

.

Roles and Responsibilities

The Exam Officer ensures that:

- Invigilators are aware of the candidate cards containing the photographs
- Invigilators check candidates and their candidate cards when completing the attendance register at the beginning of the examination
- A seating plan is provided for each exam room according to JCQ and awarding body requirements.

Invigilators must:

- Follow the procedure for verifying candidate identity provided by the Examination Officer.
- If unsure as to the identity of a student, call a member of the pastoral team or SLT to assist with the identification of the student. In cases where it is impossible to identify a student due to the wearing of religious clothing, such as a veil, the student should 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. The candidate should replace e.g. the veil and proceed as normal to sit the examination once identification has been established. They must inform students in advance of this procedure, and well before their first examination.
- Seat candidates in the exam room as instructed by the Exams Officer and on the seating plan; this allows the invigilators to correctly verify who is who on each day.

Security of Assessment Materials

Head of centre

- On the day confidential materials are received from awarding bodies, where it is not possible for authorised staff to remove question paper packets from their dispatch packaging for checking, ensures there is an authorised key holder to the secure room and secure storage facility on-site the next working day

Exams Manager/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 access to the secure room is restricted and staff approved by the Head of Centre are accompanied by a keyholder at all times.
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order (to reduce the possibility of opening a packet at the wrong time)
- Carefully checks question paper packets when they are removed from the dispatch packaging and keeps a log of the check
- 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 materials is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)
  A minimum of two and a maximum of six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

- Ensures that the question paper is printed correctly, is of good quality and is collated in the right order

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 Manager/Officer

- Produces a master centre exam timetable for each exam series
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the ALS lead/SENCo regarding rooming of access arrangement candidates
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)

Overnight Supervision Arrangements

- Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted.
- Candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays.
- Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable.
- The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, Internet and social media. It also extends to television and radio, which could report key details of the day's examinations. [ICE 8]
- Allowing a candidate to take an exam paper the following morning due to an eligible overnight supervision arrangement is at the discretion of the centre. Documentation must ensure:
    a) the correct procedure is followed
    b) appropriate arrangements are put in place
    c) candidates (and/or parents/carers) understand when, or indeed if, appropriate arrangements can/will be made
    d) the centre can demonstrate the process if asked/challenged by a candidate (and/or parent/carer)

SENCo

- Liaises with the Exams Manager/Officer 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 Exams Manager/Officer to ensure exam rooms are set up according to JCQ and awarding body requirements

Alternative Site Arrangements

Exams Manger/Officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement have been met
- Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site form online using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Centre Consortium Arrangements

Exams Manager/Officer

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

Senior leaders/Heads of Department

- Inform the Exams Manger/Officer of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

Transferred Candidate Arrangements

Exams Manager/Officer

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

Internal Exams

Exams Manager/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 Exams Manager/Officer

- Support the SENCo in making appropriate arrangements for access arrangement candidates

Exam Time: Roles and Responsibilities

Head of Centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.9 **Conducting examinations and assessments**)

Access Arrangements

Exams Manager/Officer

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

Candidate Absence

Exams Manager/Officer

- Once candidates are seated and have started the examination, complete the attendance register. This will allow for the identification of absent candidates who can be contacted (process to be managed by Exams Officer) as to their whereabouts.

Invigilators

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

Candidates

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

Candidate Behaviour

See *Irregularities* below.

Candidate Belongings

See *Unauthorised items* below.

Candidate Late Arrival

Exams Manager/Officer

- Ensures any candidate who arrives after the start of the exam (and is permitted by the centre to sit the exam) is given all pre-examination information and warnings **before** they start the exam and is allowed the full time for the examination
- Ensures any candidate who arrives very late for an exam (and is permitted by the centre to sit the exam) is reported to the awarding body by submitting a report on candidate admitted very late to examination room using CAP to timescale
- Warns a very late arriving candidate that their script may not be accepted by the awarding body

Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates through training

- (Where delegated this role) Ensure any candidate who arrives after the start of the exam (and is permitted by the centre to sit the exam) is given all pre-examination information and warnings **before** they start the exam and is allowed the full time for the examination
- Ensure that relevant information is recorded on the exam room incident log

Conducting Exams

Head of Centre

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

Exams Manager/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 Manager/Officer

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

Exam Question Papers and Materials

Exams Manager/Officer

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- To avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened when packets are removed from the secure storage facility
- Ensures two members of staff both check that the day, date, time, subject, unit or component and tier of entry (if applicable) is correct before opening each question paper packet
- Ensures this second pair of eyes check is recorded (By signing the second pair of eyes check form, these individuals are confirming that this check has been conducted on each packet before it was opened)
- Ensures question papers are always be kept in their sealed packets until the second pair of eyes check and log have been completed
- If the question paper packet needs to be split for any reason (e.g. for different rooms on one or more sites or to facilitate an access arrangement, ensures the check and recording takes place in the secure room
- For all remaining sealed packets, ensures the second pair of eyes check and recording of check takes place in either the secure room, or in the designated examination room immediately before the packet is opened (determining which location provides the most secure and effective arrangement at the time of the exam)
- Ensures unused question papers are not released to anyone until 24 hours after the awarding body's published finishing time for the examination (Where a candidate is sitting an examination scheduled for the afternoon session the following morning under an overnight supervision arrangement, ensures unused question papers for that examination are not released to any individual until 24 hours after the awarding body's published finishing time for the examination)

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 the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

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

Senior leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place.
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated
- The emergency evacuation policy (exams) can be found in appendix 8.
- Ensure a procedure is in place in case of an emergency invacuation (lockdown).

Site staff

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

Invigilators

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

Candidates

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

Food and Drink

- Food and drink may be allowed in the examination room at the discretion of the Head of Centre or exams officer.
- Any food brought into the examination room by the candidate must be free from packaging and all labels removed from drinks containers
- Any drink brought into the examination must be in a transparent bottle which is label free

Leaving the Examination Room

Sir Christopher Hatton Academy reserves the right to exercise discretion whether to allow extra time to compensate candidates for their temporary absence from the examination room

- For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the awarding body's published starting time for that examination.
- For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination.
- Candidates 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 candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.
- Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room. Those candidates must not be allowed back into the room.
- At the end of the examination, candidates must hand in their script, question paper and any other material before they leave the examination room.

The following arrangements are applied at Sir Christopher Hatton Academy:

- Candidates who are allowed to leave the examination room temporarily may be allowed extra time to compensate for their temporary absence.
- Candidates who are allowed to leave the examination room temporarily may be allowed extra time to compensate for their temporary absence
- Supervised rest breaks

Exams Officer

- Through training, ensure invigilators are aware how candidates who may be allowed to leave the examination room temporarily should be managed and recorded

Invigilators

- Ensure a candidate who may be allowed to leave the examination room temporarily is accompanied by a member of centre staff who is not the candidate's subject teacher or a subject expert for the examination in question
- Record instances on the exam room incident log of candidates who may be allowed to leave the examination room temporarily because they may be feeling unwell or require a toilet break
- Ensure candidates who have finished the examination and have been allowed to leave the examination room early hand in their script, question paper and any other material before they leave the examination room. Ensure those candidates are not allowed back into the room
- At the end of the examination, ensure candidates hand in their script, question paper and any other material before they leave the examination room

Irregularities

Head of Centre

- Ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by

centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

Managing Behaviour Policy

Behaviour will be managed in line with the Sir Christopher Hatton Behaviour for Life Policy which can be found here.

- Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room.
- The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.
- The invigilator must record what has happened. The Head of Centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.

Senior leaders

- Ensure support is provided for the Exams Manager/Officer and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate
- Will be on call to deal with behavioural issues

Exams Manager/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

Senior leaders

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

Exams Manager/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
- Ensures students are made aware of the implications of malpractice and what constitutes as malpractice by referring them to the JCQ Malpractice Policy ahead of any examinations. Reference to malpractice including the use of AI is outlined within the Examination Guidance for Candidates and Parents, in the Non-examined Assessment Policy (Appendix 4) and the BTEC and in the Vocational Plagiarism and Assessment Malpractice Policy (Appendix 13)

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)

Special Consideration

Senior leaders

- Support eligible applications for special consideration by authorising appropriate evidence

Exams Manager/Officer

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

Candidates

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

Unauthorised Items

Arrangements for unauthorised items taken into the exam room

- In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.
- Potential technological/web enabled sources of information such as smart watches, phones, tablets are not permitted
- All unauthorised items are left outside of the examination room.
- Any pencil cases taken into the examination room must be see-through.
- Any unauthorised items that have been taken into the examination room must be placed out of reach of the candidate (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
- If candidates have access to unauthorised items in the examination room this may be considered as malpractice. They could be subject to penalties in accordance with the JCQ guidelines
- Candidate are prohibited from bringing a wrist watch into the examination room.

Invigilators

- Are informed of the arrangements through training

Internal Exams/Assessments

Exams Manager/Officer

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

Invigilators

- Conduct internal exams as briefed by the Exams Manager/Officer

Results and post-results: roles and responsibilities

Head of Centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.12 **Results**, 5.13 **Post-results services and appeals**, 5.14 **Certificates**)

Internal assessment

Senior leaders

- 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 after the retention period 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 immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Exams Manager/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 for the collection of results

Accessing results

Head of Centre

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

Exams Manager/Officer

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

Post-results services

Head of Centre

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

Exams Manager/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, Reviews of Results and Appeals Procedures)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

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

Candidates

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

Access to Scripts, Reviews of Results and Appeals Procedures

Candidates

- May request:
- Access to Scripts
- Clerical Re-checks
- Reviews of Marking
- Reviews of Moderation (where applicable)
- Appeals

Requests must be submitted in writing to the Exams Officer by the published internal deadline. Candidate consent will be obtained where required. Fees and deadlines will be published on results day and the Academy website. Appeals against a centre decision not to support a post-results request will be managed through the Internal Appeals Procedure.

Analysis of results

Head of Centre

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
  Undertakes the DfE School and College Checking Exercises (where applicable to the centre)

Certificates

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

Exams Manager/Officer

- Will collate certificates, arrange for their distribution without delay and regardless of any disputes
- Collection arrangements will be posted on the academy website and social media.

Candidates

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

Certificate Retention

- Any unclaimed certificates will remain under secure conditions for a minimum of 12 months from the date of issue.
- The centre reserves the right to destroy any unclaimed certificate after retaining them for the minimum of 12 months. They will be destroyed in a confidential manner.

Exams Review: Roles and Responsibilities

Exams Manager/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 an exams review

Senior leaders

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

Retention of Records: Roles and Responsibilities

Exams Manager/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

Appendices

Appendix 1	Exam Contingency Plan
Appendix 2	Lockdown Policy (Exams)
Appendix 3	Access Arrangements Policy
Appendix 4	Non-examination Assessment Policy
Appendix 5	Complaints Procedure (Exams)
Appendix 6	Internal Appeals Procedures
Appendix 7	Word Processor Policy (Exams)
Appendix 8	Emergency Evacuation Policy (Exams)
Appendix 9	Malpractice Policy

Vocational/BTEC Policies

Appendix 10	BTEC APL Policy
Appendix 11	Assessment Internal Verification Policy
Appendix 12	Vocational Appeals Policy
Appendix 13	Vocational Equal Opportunities Policy
Appendix 14	Vocational Plagiarism and Assessment Malpractice Policy

Appendix 15	Vocational Registration and Certification Policy