



Examinations Policy

Approved by

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Reviewed

Annually

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PURPOSE OF THE POLICY

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

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

"... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute." [JCQ General Regulations for Approved Centres [GR](#) 1]

- ▶ examination candidates understand the examination 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 examinations and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be published on the school website to be accessible to all relevant centre staff, candidates and their parents/carers.

ROLES AND RESPONSIBILITIES OVERVIEW

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

The head of centre may not appoint themselves as the examinations officer." [GR](#)1]

Head of centre (HoC)

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments](#) (AA)
 - [Suspected Malpractice in Examinations and Assessments](#) (SMEA)
 - [Instructions for conducting non-examination assessments](#) (NEA)
- ▶ Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- ▶ Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
- ▶ Ensures the examinations officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the examination process to be effectively managed and administered
- ▶ Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- ▶ Ensures centre staff are supported and appropriately trained to undertake key tasks within the examinations process

- ▶ Ensures centre staff undertake key tasks within the examinations process and meet internal deadlines set by the EO
- ▶ Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test...”* [ICE 6]
- ▶ Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
 - ▶ the location of the centre’s secure storage unit is in an area solely assigned to examinations
 - ▶ the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - ▶ that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- ▶ Ensures risks to the examination process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)

Examination contingency plan

Examination contingency plan can be found in a folder called “Policies” in the examinations office.

“It is the responsibility of the head of centre to ensure that his/her centre ... has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan must be readily available for inspection purposes; (The examination contingency plan should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.) [GR5]

- ▶ Ensures required internal appeals procedures are in place

Internal appeals procedures

Internal appeals procedures can be found in a folder called “Policies” in the examinations office and on the school website.

“The centre agrees to... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates” [GR5.8]

“The centre agrees to...have readily available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal...” [GR5.14]

- ▶ Ensures a disability policy for examinations showing the centre’s compliance with relevant legislation is in place

Disability policy (examinations)

Disability policy (examinations) can be found in a folder called “Policies” in the examinations office.

“The head of centre/senior leadership team agrees to...recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. A written disability policy setting

out how the centre seeks to comply with the Equality Act 2010 and fully supporting disabled candidates must be available for inspection purposes. [GR5.4]

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

Complaints and appeals procedure

Complaints and appeals procedure is stored on a staff network's shared drive in a folder called "Policies".

"The centre agrees to...draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification." [GR 5.7]

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

Child protection/safeguarding policy

Child protection/safeguarding policy is stored on a staff network's shared drive in a folder called "Policies".

"It is the responsibility of the head of centre to ensure that his/her centre...has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements..." [GR 5.3]

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

Data protection policy

Data protection policy is stored on a staff network's shared drive in a folder called "Policies".

"Do you have a written data protection policy?" [GR Appendix B]

- ▶ Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- ▶ Ensures staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available
- ▶ Ensures the appropriate steps are taken where a candidate being entered for examinations is related to a member of centre staff

"...informs the awarding bodies, before the associated entries are submitted, of any members of centre staff who are either sitting examinations and assessments or teaching and preparing members of their family for examinations and assessments. Awarding bodies should also be informed where children of examinations office staff are being entered for examinations and assessments..."

The head of centre must ensure that during the examination series the member of centre staff is treated as per any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.

If a candidate is entered for an awarding body's examinations at a centre where a relative is employed, the head of centre must ensure that during the examination series the candidate's relative does not have unaccompanied access to examination materials. For example, question papers, pre-release materials and answer scripts.

If the relative in question is the centre's examinations officer, then appropriate arrangements must be made to ensure that another person is present for all of the administrative arrangements relating to the candidate's examinations. (For example, any application for special consideration must be authorised by a member of centre staff other than the candidate's relative.) [GR 5.3]

- ▶ Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook
- ▶ Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly

“The examinations officer or quality assurance co-ordinator is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”

[GR 1]

Examinations officer (EO)

- ▶ Understands the contents of annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Post-results services](#) (PRS)
- ▶ Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ▶ Ensures key tasks are undertaken and key dates and deadlines met
- ▶ Recruits, trains and deploys a team of internal/external invigilators and keeps a record of the training provided to invigilators for the required period
- ▶ Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of examinations office staff is being entered for examinations and assessments

Senior leaders (SLT)

- ▶ Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Instructions for conducting non-examination assessments](#)

Special educational needs co-ordinator (SENCo)

- ▶ Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [Access Arrangements and Reasonable Adjustments](#)
- ▶ Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)
- ▶ If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- ▶ Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification
- ▶ Presents when requested by a JCQ Centre Inspector, evidence of the approved reasonable adjustments for the candidates

Head of department (HoD)

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

Teaching staff

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

Invigilators

- ▶ Are familiar with the contents and refer to annually updated JCQ publication: [Instructions for conducting non-examination assessments](#)
- ▶ Attend training, update, briefing and review sessions as required
- ▶ Provide information as requested on their availability to invigilate

Reception staff

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

Site staff

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

Candidates

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

THE EXAMINATION CYCLE

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

- ▶ planning
- ▶ entries
- ▶ pre-examinations
- ▶ examination time
- ▶ results and post-results

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

Planning: roles and responsibilities

Information sharing

Head of centre

- ▶ Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#)

Examinations officer

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

Information gathering

Examinations 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
- ▶ Ensures all external deadlines can be effectively met; informs key centre staff of internal deadlines
- ▶ Collects information on internal examinations to enable preparation for and conduct of all mock examinations

Head of department

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

Access arrangements

Head of centre

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

SENCo

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

Word processor policy (examinations)

Word processor policy (examinations) can be found in a folder called "Policies" in the

examinations office.

“It is strongly recommended that a centre has a policy on the use of word processors which it can articulate to parents/carers. Principally, that a word processor cannot simply be granted to a candidate because he/she now wants to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home.

The use of a word processor must reflect the candidate’s normal way of working within the centre and be appropriate to the candidate’s needs...

A member of the centre’s senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.” [AA5.8]

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

Separate invigilation within the centre

The centre’s criteria on separate invigilation within the centre is available from SENCo or SEN department. [AA 5.16]

Senior Leaders, Head of department, Teaching staff

- ▶ Support the SENCo in identifying and implementing appropriate access arrangements
- ▶ Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

Internal assessment and endorsements

Head of centre

- ▶ Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carers) to appeal against and request a review of the centre’s marking (see Roles and responsibilities overview)
- ▶ Ensures a **non-examination assessment policy** is in place for GCE and GCSE qualifications which include components of non-examination assessment

Non-examination assessment policy

Non-examination assessment policy can be found in a folder called “Policies” in the examinations office.

“The centre agrees to...have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments;” [GR5.8]

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

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

Head of department

- ▶ Ensures teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [*Instructions for conducting non-examination assessments*](#) and the specification provided by the awarding body
- ▶ For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- ▶ Ensures teaching staff inform 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 (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

Examinations officer

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

Invigilation

Head of centre

- ▶ Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- ▶ Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible
- ▶ Determines if additional invigilators will be deployed in timed Art examinations in addition to the subject teacher

Examinations officer

- ▶ Recruits additional invigilators where required to effectively cover all examination periods/series throughout the academic year
- ▶ Provides an annual training event for new invigilators and an update event for invigilators on the conduct of examinations

SENCo

- ▶ Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- ▶ Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues

Entries: roles and responsibilities

Estimated entries

Examinations officer

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

Head of department

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

Final entries

Examinations officer

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

Head of department

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

Entry fees

- ▶ All initial registration and entry examination fees are paid by the examinations department
- ▶ Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies
- ▶ Reimbursement will be sought from candidates who fail to sit an examination or meet the necessary non-examination assessment requirements without a valid reason

Late entries

Examinations officer

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

Head of department

- ▶ Minimises the risk of late entries by
 - ▶ following procedures identified by the EO in relation to making final entries on time

- ▶ meeting internal deadlines identified by the EO for making final entries

Private candidates

- ▶ Only ex-students are accepted as private candidates by the centre
- ▶ All registration, entry and invigilation fees are paid for by the private candidates themselves prior to any registrations or entries are made

Candidate statements of entry

Examinations 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 EO

Candidates

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

Pre-examinations: roles and responsibilities

Access arrangements

SENCos

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

Briefing candidates

Examinations officer

- ▶ Issues individual examination timetable information to candidates
- ▶ Prior to examinations issues relevant JCQ information for candidates documents
- ▶ Where relevant, issues relevant awarding body information to candidates
- ▶ Issues centre examination information to candidates:
 - ▶ examination clashes
 - ▶ arriving late for an examination
 - ▶ absence or illness during examinations
 - ▶ what equipment to bring
 - ▶ no food and drink other than water is allowed in examination rooms

- ▶ wrist watches are banned in examination rooms
- ▶ when and how results will be issued
- ▶ the post-results services and how the centre deals with requests from candidates
- ▶ when and how certificates will be issued

Access to scripts, enquiries about results and appeals procedures

- ▶ After the release of results, candidates may ask for the return of their scripts. A relevant fee will be charged for this service and the candidates must pay before the application for access to scripts is made
- ▶ Centre staff may also request scripts for investigation or for teaching purposes. A relevant department will be charged for such requests
- ▶ At all times informed consent of candidates for access to scripts must be obtained
- ▶ Enquiries about results may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking
- ▶ If a result is queried, EO, HoD and HoC will investigate the feasibility of asking for a review of marking at the centre's expense
- ▶ If the centre does not uphold an enquiry about results, a candidate will be charged the relevant fee
- ▶ At all times informed consent of candidates for enquiries about results must be obtained

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least seven calendar days prior to the internal deadline for submitting an EAR.

"The centre agrees to... have in place written procedures for how it will deal with candidates' requests for access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results" [GR 5.14]

"The centre agrees to... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals." [GR 5.6]

Dispatch of examination scripts

Examinations officer

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

Internal assessments 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

Head of department

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

Examinations officer

- ▶ Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- ▶ Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

- ▶ Authenticate their work as required by the awarding body

Invigilation

Examinations officer

- ▶ Provides an invigilation handbook and/or trains/updates invigilators annually
- ▶ Deploys invigilators effectively to examination rooms throughout an examination series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- ▶ Allocates invigilators to examination rooms (or where supervising candidates due to a timetable variation) according to the required ratios
- ▶ Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

SENCo

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

Invigilators

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

JCQ inspection visit

Examinations officer or Senior leader

- ▶ Will accompany the Inspector throughout the visit

"A senior member of staff or a member of the examinations office must be available to accompany the Inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility." [\[ICE Introduction\]](#)

Seating and identifying candidates in examination rooms

Examinations officer

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

Verifying candidate identity procedure

- ▶ Senior leaders/invigilators establish the identity of all candidates sitting examinations
- ▶ A private, external or transferred candidate who is not known to the school must show photographic documentary evidence to prove that he/she is the same person who is entered/registered for the examination/assessment, e.g. passport or photographic driving licence
- ▶ In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate will be approached by a member of staff of the same gender and taken to a private room where they will be politely asked to remove the religious clothing for identification purposes. Once identification has been established, the candidate will replace, for example, their veil and proceed as normal to sit the examination

“The centre agrees to... have in place written procedures to verify the identity of all candidates at the time of the examination or assessment...” [GR5.10]

- ▶ Ensures invigilators are aware of the procedure
- ▶ Provides seating plans for examination rooms according to JCQ and awarding body requirements

Invigilators

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

Security of examination materials

Examinations officer

- ▶ Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- ▶ Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- ▶ Receives, checks and securely stores question papers and other examination materials according to JCQ and awarding body requirements
- ▶ Organises examination question papers and associated confidential resources in date order in secure storage
- ▶ Attaches erratum notices received to relevant examination question paper packets
- ▶ Collates attendance registers and examiner details in date order
- ▶ Regularly checks mail or inbox for updates from awarding bodies

Reception staff

- ▶ Follow the process to record confidential materials delivered to the centre and issued to authorised staff
- ▶ Immediately notify the EO by phone and/or e-mail of confidential materials delivery

Teaching staff

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

Timetabling and rooming

Examinations officer

- ▶ Produces a master centre examination timetable for each examination series
- ▶ Identifies and resolves candidate examination clashes (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort)
- ▶ Identifies examination rooms and specialist equipment requirements
- ▶ Allocates invigilators to examination rooms (or where supervising candidates due to a timetable variation) according to required ratios
- ▶ Liaises with site staff to ensure examination rooms are set up according to JCQ and awarding body requirements
- ▶ Liaises with the SENCo regarding rooming of access arrangement candidates

SEnCo

- ▶ Identifies examination rooms for access arrangement candidates
- ▶ Liaises with the EO regarding rooming/invigilation 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 examinations

Site staff

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

Alternative site arrangements

Examinations officer

- ▶ Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- ▶ Will inform the JCQ Centre Inspection Service using the JCQ Alternative Site form of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

Examinations officer

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

Internal examinations

Examinations officer

- ▶ Prepares for the conduct of internal examinations under external conditions
- ▶ Provides a centre examination timetable of subjects and rooms
- ▶ Provides seating plans for examination rooms
- ▶ Arranges invigilation

SEnCo

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

Teaching staff

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

Examination time: roles and responsibilities

Access arrangements

Examinations officer

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

Examination papers and materials

Examinations officer

- ▶ In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- ▶ Where allowed by the awarding body, only releases examination papers and materials to teaching departments for teaching and learning purposes after all the scripts are collected from the premises

Candidate absence

Candidate absence policy

- ▶ As soon as absent candidates are identified, a member of centre staff (head of year, head of sixth form, EO or a member of SLT) contacts home trying to establish the cause of absence
- ▶ Where possible any effort is being made to get the absent candidate into an examination
- ▶ A member of SLT contacts home of persistent absentees
- ▶ Relevant entry fees are charged to candidates for any unauthorised absence from examinations

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

Candidate late arrival

Examinations officer

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

Invigilators

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

Candidate late arrival policy

- ▶ Where possible, late candidate is met by EO/invigilator/SLT member outside the examination room making sure the candidate is calm and ready to enter the examination room. All necessary instructions are given outside the room. If candidate enters the room by himself/herself, he/she is met by an invigilator and shown to his/her seating place. Then all the necessary instructions are given in the room
- ▶ Staff check that the candidate does not have any unauthorised items on their person
- ▶ The late candidate is given the full time for the examination noting his/her separate start/finish times
- ▶ The incident is recorded in the examination room incident log
- ▶ The very late candidate is warned that his/her script might not be accepted by the awarding body
- ▶ A member of SLT is informed about the candidates who persistently arrive late for examinations

Conducting examinations

Head of centre

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

Examinations officer

- ▶ Ensures examinations are conducted according to JCQ and awarding body instructions
- ▶ Ensures each examination session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

Examination rooms

Head of centre

- ▶ Ensures that prior to examinations commencing, revision or coaching sessions for candidates will not be held in the designated examination room(s)
- ▶ Ensures only authorised centre staff are present in examination rooms

Food and drink in examination rooms

- ▶ No food is allowed in examination rooms except where is needed for documented medical condition. In this case any food brought into the examination room by the candidate should be free from packaging
- ▶ Only still water in spill proof clear bottles is allowed in examination rooms. All labels should be removed from drink containers

Examinations officer

- ▶ Ensures examination rooms are set up and conducted as required in the regulations
- ▶ Provides invigilators with appropriate resources to effectively conduct examinations

- ▶ Briefs invigilators on examinations to be conducted on a session by session basis (including the arrangements in place for any clash or transferred candidates)
- ▶ Ensures sole invigilators have an appropriate means of summoning assistance
- ▶ Ensures invigilators understand how to deal with candidates who may need to leave the examination room temporarily
- ▶ Provides authorised examination 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 examination room is evacuated

Senior leaders

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

Emergency evacuation policy

Emergency evacuation policy can be found in a folder called “Policies” in the examinations office.

“...You must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.” [\[ICE18\]](#)

Site staff

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

Invigilators

- ▶ Conduct examinations in every examination room as instructed in training/update events and briefing sessions

Candidates

- ▶ Are required to remain in the examination room for the full duration of the examination

Irregularities

Head of centre

- ▶ Ensures 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
- ▶ Actions removal of a candidate from the examination room if the candidate would disrupt others by remaining in the room

Senior leaders

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

Examinations officer

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

Invigilators

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

Dispatch of examination scripts

Examinations officer

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

Special consideration

Examinations officer

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

Candidates

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

Internal examinations

Examinations officer

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

Invigilators

- ▶ Conduct internal examinations as briefed by the EO

Results and post-results: roles and responsibilities

Internal assessment

Head of department

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

Managing results day(s)

Senior leaders

- ▶ Identify centre staff who will be involved in results day(s) and their role

- ▶ Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Examinations officer

- ▶ Works with senior leaders to ensure procedures for managing results day(s) are in place

Site staff

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

Accessing results

Senior leaders

- ▶ Informs candidates that results can only be collected by the person who sat the examinations. If the candidate is unable to collect their results or wishes another person to collect on their behalf, including their parents/carers, the EO must receive the candidate's written permission prior to results day either by letter or email at exams@marriotts.herts.sch.uk

Examinations officer

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

Post-results services

Head of centre

- ▶ Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- ▶ Understands that in the event of an awarding body initiating an extended review of marking, candidates' marks and subject grades may be lowered, confirmed or raised

Examinations officer

- ▶ Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged
- ▶ Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- ▶ Collects candidates' informed consent forms (**after** the publication of results) and fees where relevant
- ▶ Submits requests to awarding bodies to meet the external deadline
- ▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- ▶ Updates centre results information, where applicable

Teaching staff

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

Candidates

- ▶ Meet internal deadlines to request the services

- ▶ Provide informed consent and fees, where relevant

Analysis of results

Data Manager

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

Certificates

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

Issue of certificates procedure

Certificates are collected and signed for by the candidate or their authorised person

Candidates

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

Retention of certificates policy

Unclaimed or uncollected certificates are kept for ten years. After this period they are securely disposed of.
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Retention of records: roles and responsibilities

Examinations 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