



# Exams Policy

2021/22

Approved by

The Governing Body approved this statutory policy

Date of next review

October 2022

**Key staff involved in the exams policy**

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Tony Roe</b>
Exams officer line manager (Senior Leader)	<b>Pete Flaxman</b>
Exams officer	<b>Laura Bradford Dawn Hosier</b>
SENCo	<b>Yvonne Burrows Lauren Casey</b>
SLT member(s)	<b>Jo Brunskill Alf Falzon</b>

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## Purpose of the policy

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

This exam policy will ensure that:

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

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

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

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

This policy will be communicated to all relevant centre staff.

The policy will be written by the Examination Officer and approved by the Head of Centre and SLT. The final policy will be available on the school website.

## Roles and responsibilities overview

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

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

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

### Head of centre responsibilities

The **head of centre** is the 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. **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.** Failure to do so may constitute malpractice as defined in the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2021 to 31 August 2022*:

<https://www.jcq.org.uk/exams-office/malpractice>

### Head of centre

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - [General Regulations for Approved Centres](#) (GR)
  - [Instructions for Conducting Examinations](#) (ICE)

- [Access Arrangements and Reasonable Adjustments](#) (AA)
  - [Suspected Malpractice Policies and Procedures](#) (SM)
  - [Instructions for conducting non-examination assessments](#) (NEA) (and the instructions for conducting coursework)
  - [A guide to the special consideration process](#) (SC)
- ▶ Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments
  - ▶ **National Centre Number Register**
  - ▶ Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
  - ▶ Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
    - the centre status being suspended
    - the centre not being able to submit examination entries
    - the centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre

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

- ▶ Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- ▶ Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- ▶ Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- ▶ Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

#### **Internal governance arrangements**

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

#### **Escalation Process**

In the event of the absence of the Head of Centre (Tony Roe) duties will be assigned to the Senior Deputy Head (Pete Flaxman)

It is the responsibility of the **head of centre** to ensure that his/her centre... has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent ([GR 5.3](#))

- ▶ Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series

- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ▶ Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination

### **Delivery of qualifications**

- ▶ Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
- ▶ Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned
- ▶ Where/if using a third party to deliver any part of a qualification at the centre:
  - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements
  - has in place a written agreement with the third party ensuring that a copy of the written agreement is available for inspection if requested by the awarding body

### **Public liability**

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

### **Security of assessment materials**

- ▶ Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  - the secure room only contains exam-related material
  - there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
  - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff named and approved by the head of centre are accompanied by a keyholder at all times
  - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  - that when it is permitted to remove question papers from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened
- ▶ Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication Instructions for conducting examinations
- ▶ Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- ▶ Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies



- ▶ Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
- ▶ Ensures 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 of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- ▶ Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)

#### **Exam contingency plan**

The centre's exam contingency plan is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

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

[GR 5]

#### **Lockdown Policy (exams)**

The centre's lockdown policy for exams is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

- ▶ Ensures required internal appeals procedures are in place

#### **Internal appeals procedures**

The centre's internal appeals procedure is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*The centre will... before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking... have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates*

[GR 5.7]

*...have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal...* [GR 5.13]

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

### **Equalities Policy**

The centre's Equalities policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*It is the responsibility of the head of centre to ensure that his/her centre... has in place the following policies available for inspection... a written equalities policy*

*...delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates*

*The head of centre/senior leadership team will... recognise its duties towards disabled candidates, including private candidates, as defined under the terms of the Equality Act 2010†. This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates;*

*for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect (GR 5.3, 5.4)*

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

### **Complaints and appeals procedure**

The centre's Complaints and appeals procedure is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*"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**

The centre's Child protection/safeguarding policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*"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**

The centre's Data protection policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*The General Regulations cover... obligations arising from current data protection, equality and freedom of information legislation. However, the general regulations are not intended to be relied upon to ensure compliance with the legislation (Section 6)... A centre will have confirmed its readiness to adhere to these regulations when first approved as a centre (see Section 3, page 4).*

*[GR 1.2]*

*The centre will... ensure that all candidate data where required by the awarding body has been supplied to the awarding bodies within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000, and that candidates have been properly informed that this data has been transferred to the awarding bodies (see section 6, page 23, for more information)...*

*[GR 5.8]*

#### **Legislation on sharing information**

*Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13.*

*This suggests that candidate consent should be sought to share results or other exams-related information with a third party.*

*Other legislation and guidance may need to be taken into account regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:*

- *Understanding and dealing with issues relating to parental responsibility*  
[www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility](http://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility)
- *School reports on pupil performance* [www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers](http://www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers)

#### **Publication of exam results**

*Refer to ICO (Information Commissioner's Office) [Education and Families](#) information and the document [Publishing exam results](#).*

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

### **Access arrangements policy**

The centre's Access arrangements policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

... The centre must comply with the obligation to identify the need for, request and implement access arrangements... The head of centre/senior leadership team will... have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as

per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments...  
[GR 5.4]

### Conflicts of interest

- ▶ 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 (taking at the centre as a last resort where unable to find an alternative centre)
  - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a close relationship to the candidate
- ▶ Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
  - a member of exams office staff 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 (taking at the centre as a last resort where unable to find an alternative centre)
  - a member of centre staff is taking a qualification at another centre

Online form to be completed by relevant staff and responses kept on file. Specific conflicts of interest followed up by the EO and measures put in place to maintain the integrity of the examination process. Electronic records kept by the EO.

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

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; and

maintains clear records of all instances where:

- exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
- centre staff are taking qualifications at their centre which do not include internally assessed components/units;
- centre staff are taking qualifications at other centres.

The head of centre must ensure that the records include details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. 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.

Note: Heads of centre must note that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre. The head of centre is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials. The head of centre must ensure that during the

examination series the member of centre staff is treated as per any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment. [GR 5.3]

### Conflict of Interest Policy (exams)

The centre's conflict of interest policy for exams is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

- ▶ 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
- ▶ 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

### 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

*"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]

### Exams officer

- ▶ Understands the contents of annually updated JCQ publications including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for Conducting Examinations](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Post-results services \(PRS\)](#)
  - [A guide to the special consideration process](#)
- ▶ Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- ▶ Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ▶ Ensures key tasks are undertaken and key dates and deadlines met

- ▶ Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- ▶ Works with the SENCo 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 of any Conflict of Interest declared by members of centre staff and in maintaining 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 exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

### **Senior leaders (SLT)**

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

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

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

### **Senior leaders**

- ▶ Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
- ▶ 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

### **Head of department (HoD)**

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

### **Teaching staff**

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

#### **Invigilators**

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

#### **Reception staff**

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

#### **Site staff**

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

#### **Candidates**

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

#### **The exam cycle**

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

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

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

#### **Planning: roles and responsibilities**

##### **Information sharing**

#### **Head of centre**

- ▶ Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SM](#), [NEA](#) (and the instructions for conducting coursework) and [SC](#)

#### **Exams officer**

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

##### **Information gathering**

#### **Exams officer**

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

### Senior leaders

- ▶ Respond (or ensure teaching staff respond) to requests from the EO on information gathering
- ▶ Meet the internal deadline for the return of information
- ▶ Inform 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
  - Note the internal deadlines in the annual exams plan and directs teaching staff to meet these

### Head of department

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

### Access arrangements

#### Head of centre

- ▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- ▶ Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
- ▶ Ensures the SENCo 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 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 **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (from candidates where required)
- ▶ Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO
- ▶ Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. **The candidate's e-folder must hold each of the required documents for inspection**)
- ▶ Employs good practice in relation to the Equality Act 2010
- ▶ Liaises with the EO regarding exam time arrangements for access arrangement candidates



- ▶ Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- ▶ Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- ▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

#### **Word processor policy (exams)**

The centre's word processor policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*A centre must have a policy on the use of word processors. A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations 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. For example, where the curriculum is delivered electronically and the centre provides word processors to all candidates.*

*The centre may wish to set out the particular types of candidates which it considers would benefit from the use of a word processor. For example, a candidate with...*

*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.*

[\[AA 5.8\]](#)

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

#### **Separate invigilation within the centre**

Candidates will only be granted separate invigilation within the centre if there is an existing EAA, evidence to support SRB's or they meet the specified criteria in the centre's separate invigilation document. The centre's separate invigilation document is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

The SENCo must make their decision based on:

- whether the candidate has a substantial and long term impairment which has an adverse effect; and
- the candidate's normal way of working within the centre.

For example, in the case of separate invigilation, the candidate's difficulties are established within the centre (see Chapter 4, paragraph 4.1.4) and known to a Form Tutor, a Head of Year, the SENCo or a senior member of staff with pastoral responsibilities.

Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs. ([AA 5.16](#))

The SENCo, or an equivalent member of staff within a FE college, must ensure that the proposed access arrangement does not disadvantage or advantage the candidate. ([AA 4.2.1](#))

A candidate may only take their examinations under separate invigilation within the centre where he/she has **an established difficulty** - see **section 5.16** of the JCQ publication *Access Arrangements and Reasonable Adjustments...*

Where candidates are subject to separate invigilation within the centre, the regulations and guidance within this booklet must always be adhered to. This is particularly so in relation to accommodation and invigilation arrangements (see sections 11 and 12). ([ICE 14](#))

### 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

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

- ▶ Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- ▶ Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- ▶ Provides fully qualified teachers to mark non-examination assessments and/or fully qualified assessors for the verification of centre-assessed components
- ▶ Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate 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 (For CCEA GCSE centres this would be a controlled assessment policy)
- ▶

##### Non-examination assessment policy

The centre's non-examination assessment policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

*The centre will... have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)* [\[GR.5.7\]](#)

*The JCQ requires each centre to have a non-examination assessment policy in place:*

- *to cover procedures for planning and managing non-examination assessments;*
- *to define staff roles and responsibilities with respect to non-examination assessments;*
- *to manage risks associated with non-examination assessments.*

*A JCQ Centre Inspector will ask the examinations officer to confirm that such a policy is in place. The guidance provided in this document will help the head of centre to ensure that the centre's policy is fit for purpose. The policy will need to cover all types of non-examination assessment.*

Additionally, each centre must have available for inspection an internal appeals procedure relating to internal assessment decisions.

[NEA 1

- ▶ 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

#### 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 AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- ▶ Ensure 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, ensure teaching staff follow appropriate instructions issued 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 (controlled assessments, coursework, non-examination assessments, social media) prior to assessments taking place
- ▶ Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

#### Exams officer

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

#### Invigilation

##### Head of centre

- ▶ Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- ▶ 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

##### Exams officer

- ▶ Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year

- ▶ Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- ▶ Provides training for new invigilators on the instructions for conducting exams and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- ▶ Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a 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: roles and responsibilities**

### **Estimated entries**

#### **Exams officer**

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

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

EO requests information from HOD and estimates numbers according to historic data

#### **Senior Leaders**

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

### **Final entries**

#### **Exams officer**

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

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

EO distributes entry marksheets via email for HODs to check and return by an internally set deadline. EO makes any HOD amendments before the AB deadlines.

#### **Senior Leaders**

- ▶ Provide information requested by the EO to the internal deadline

- ▶ Inform 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
- ▶ Check final entry submission information provided by the EO and confirms information is correct

### **Entry fees**

Any late entry fees will be charged to the relevant department or candidate as necessary.

### **Late entries**

#### **Exams officer**

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

#### **Senior Leaders**

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

### **Re-sit entries**

Candidates are responsible for submitting re-sit entry forms and paying the appropriate fee by an internally set deadline

### **Private candidates**

Barking Abbey does not accept applications from private candidates

### **Candidate statements of entry**

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

### **Access arrangements**

### **SEnCo**

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

### **Briefing candidates**

#### **Exams officer**

- ▶ Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- ▶ Prior to exams issues relevant JCQ information for candidates documents
- ▶ Where relevant, issues relevant awarding body information to candidates
- ▶ Issues centre exam information to candidates including information on:
  - ▶ exam clashes
  - ▶ arriving late for an exam
  - ▶ absence or illness during exams
  - ▶ what equipment is/is not provided by the centre
  - ▶ food and drink in exam rooms
  - ▶ unauthorised items in exam rooms
  - ▶ when and how results will be issued and the staff that will be available
  - ▶ the post-results services and how the centre deals with requests from candidates
  - ▶ when and how certificates will be issued

#### **Access to scripts, Reviews of Results and appeals procedures**

Candidate information sheet details ATS, RoR and appeals process for candidates. A hardcopy is located in the exams office. Students access the document via an emailed link to a PDF saved on the school website.

*The centre will... have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be 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...*

[\[GR 5.13\]](#)

*The centre will... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals*

[\[GR 5.6\]](#)

*Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly. [\[PRS 4.1\]](#)*

## **Dispatch of exam scripts**

### **Exams officer**

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

## **Estimated grades**

### **Senior Leaders**

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

### **Exams officer**

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

## **Internal assessment and endorsements**

### **Head of centre**

- ▶ Ensures procedures are in place for candidates to appeal 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 SE nCo 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**

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

### **Exams officer**

- ▶ Submits marks, 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**

- ▶ Authenticate their work as required by the awarding body

### **Invigilation**

#### **Exams officer**

- ▶ Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators on any regulation changes
- ▶ Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- ▶ Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

#### **SEnCo**

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

#### **Invigilators**

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

### **JCQ inspection visit**

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

- ▶ 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 officer**

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

#### **Candidate Identification Procedure**

Centre produces candidate photo cards to aid identification. HOH and SLT present at start of the exam to aid invigilators in verifying candidate identity. Any candidate wearing a veil may be asked to



remove the item to enable accurate identification, this will be carried out in a separate room with a member of staff of the same gender. EAA students will be clearly detailed on the seating plan.

*The centre will... verify the identity of all students that they enter for examinations or assessments. The centre must be satisfied that all candidate identities have been checked, whether as part of the initial registration process, or in the case of private candidates through a verification process which involves photo-ID*  
*[GR 5.6]*

*The centre will... have in place written procedures to verify the identity of all candidates at the time of the examination or assessment...*  
*[GR 5.9]*

*Invigilators must establish the identity of all candidates sitting examinations.*

*A private/external candidate or a transferred candidate who is not known to the school or college must show photographic documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence.*

*Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate 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. Centres must inform candidates in advance of this procedure and well before their first examination.*

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

*Invigilators must be informed of those candidates with access arrangements. Invigilators must be made aware of the particular access arrangement(s) awarded.*  
*[ICE 16]*

- ▶ Ensures invigilators are aware of the procedure
- ▶ Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

### **Invigilators**

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

### **Security of exam materials**

#### **Exams officer**

- ▶ Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- ▶ Ensures access to the secure room is restricted and staff named and approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
- ▶ Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- ▶ Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

- ▶ Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, **internal tests and mock examinations** are not kept in the centre's secure storage facility)
- ▶ Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- ▶ Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

#### **Reception staff**

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

#### **Teaching staff**

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

#### **Timetabling and rooming**

#### **Exams officer**

- ▶ Produces a master centre exam timetable for each exam series
- ▶ Identifies and resolves candidate exam 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 policy**

EO to complete the managing overnight supervision form supplementing information agreed with the candidate and recorded on the resolving exam clashes form.

Hard copies can be found at the end of this policy.

...candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays (see paragraph 8.5). 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.

The JCQ Overnight Supervision and Overnight Supervision Declaration forms must be completed before the overnight supervision is to commence. The JCQ Overnight Supervision form is completed online using the Centre Admin Portal (CAP). The JCQ Overnight Supervision Declaration form is downloaded from the Centre Admin Portal (CAP) for signing by the candidate, the supervisor and the head of centre. (ICE 8)

- ▶ Identifies exam rooms and specialist equipment requirements
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios

- ▶ Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- ▶ Liaises with the SENCo regarding rooming of access arrangement candidates

#### **SENCo**

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

#### **Site staff**

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

#### **Alternative site arrangements**

##### **Exams officer**

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

#### **Transferred candidate arrangements**

##### **Exams officer**

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

#### **Internal exams**

##### **Exams officer**

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

##### **SENCo**

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

##### **Teaching staff**

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

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

#### **Access arrangements**

##### **Exams officer**

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

## **Candidate absence**

### **Candidate absence policy**

EO will identify any absent candidates with the help of the invigilation team. EO will contact the HOH to clarify any reason for the absence. HOY to chase the candidate. HOY/ EO to inform the candidate of the importance of arriving on time for an examination. Warn any very late candidate of the need for the EO to report to the exam board and warn them that their script may not be marked at the AB discretion.

If possible seat any late candidates in a separate area in the exam hall to minimise disruption to candidates.

### **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 officer**

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

### **Invigilators**

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

### **Candidate late arrival**

Invigilators to inform EO of any late comers. EO will seat late comers accordingly. Any very late candidates will be informed that their script may not be marked by the AB. Arrival time and start time to be recorded on the seating plan. Candidate given an individual start and finish time note candidate late arrival. Persistent lateness to be reported to HOY/SLT who will decide if candidate will be allowed to continue to sit exams at the centre.

*A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre.*

*A candidate who arrives late, and is permitted by the centre to sit the examination, must be allowed the full time for the examination.*

## **Conducting exams**

### **Head of centre**

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

### **Exams officer**

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

## **Dispatch of exam scripts**

### **Exams officer**

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

## **Exam papers and materials**

### **Exams officer**

- ▶ Organises exam question papers and associated confidential resources in date order in secure storage
- ▶ Attaches erratum notices received to relevant exam question paper packets
- ▶ Collates attendance registers and examiner details in date order
- ▶ Regularly checks mail or inbox for updates from awarding bodies
- ▶ In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- ▶ Ensures this additional/second check is recorded
- ▶ Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

## **Exam rooms**

### **Head of centre**

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

- ▶ Ensures the centre’s policy on candidates leaving the exam room temporarily is clearly communicated to candidates

### Food and drink in exam rooms

Bottled water is permitted but to be kept on the floor, labels removed. Food only permitted for medical reasons.

*“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.”* [ICE 18]

### Policy on candidates leaving the exam room temporarily

Candidates are supervised by an invigilator. Time out and in will be recorded on either the incident log or comfort break log as appropriate. Candidates made aware where possible they will be allocated any time lost.

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. [ICE 23]

### Exams officer

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

### Senior leaders

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

### Emergency evacuation policy

The centre’s emergency evacuation policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive. Lockdown policy also available

When dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies. Reference should also be made to the following document: <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>

Centres must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service. (ICE 25)

### Site staff

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

### Invigilators

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

### Candidates

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

### 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

#### Managing behaviour

Where a candidate is being disruptive, the invigilator must warn the candidate that they 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 on the exam room incident log. The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.

#### Senior leaders

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

#### Exams officer

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

#### Invigilators

- ▶ Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)
- ▶ Temporary absence due to comfort break must be recorded on the appropriate form

### **Malpractice**

See *Irregularities* above.

### **Special consideration**

#### **Senior leaders**

- Provide signed evidence to support eligible applications for special consideration

#### **Exams officer**

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

#### **Special consideration policy**

The centre's special consideration policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.

#### **Candidates**

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

### **Unauthorised items**

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

Candidates to store bags in a cloakroom separate from the main exam room. Mobile phones, iPad etc. to be given in prior to entering the exam room. Candidates are issued with a ticket, which must be returned in order to claim their devices after the examination. Candidates are given the opportunity to relinquish any unauthorised material during the invigilators warning to candidate's announcement. Invigilators collect this material and store it at the front of the exam room. Candidates are told to place watches on their desks during the invigilators warning to candidates announcement.

#### **Invigilators**

- ▶ Are informed of the arrangements through training

### **Internal exams**

#### **Exams officer**

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

#### **Invigilators**

- ▶ Conduct internal exams as briefed by the EO



## Results and post-results: roles and responsibilities

### Internal assessment

#### Head of department

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

### Managing results day(s)

#### Senior leaders

- ▶ Identify centre staff who will be involved in the main summer results day(s) and their role
- ▶ Ensures senior members of staff are accessible to candidates after the publication of results 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

#### Exams officer

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

#### Results day programme

Candidates collect results from the main hall or canteen as determined by SLT. Results are distributed by centre staff. Staff must confirm DOB and identity. A letter of authorisation must be given if collecting on the candidates behalf.

Information regarding ATS, RoRs given by EO and teaching staff present. Information also made available on school website

Consideration should also be given to

*"Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates."* [PRS 4]

*"...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...ensure that all candidates, including private candidates, are made aware that all post-results service requests must be made through the centre..."* [GR 5.14]

#### Site staff

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

### Accessing results

#### Head of centre

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

#### Exams officer

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

## Post-results services

### Head of centre

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

### Exams officer

- ▶ Provides information to candidates (including private 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
- ▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- ▶ Updates centre results information, where applicable

### Teaching staff

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

### Candidates

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

## Analysis of results

### Data and Curriculum 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 June and September checking exercise*

## Certificates

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

### **Issue of certificates procedure**

EO to inform candidates certificates are available to collect. EO to distribute. Candidates to sign to confirm certificates are correct and have been collected. Note centre's archiving policy

### **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**

Centre to retain unclaimed certificates for 5 years before disposing of securely. Note centre's archiving policy

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

#### **Exams officer**

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

#### **Senior leaders**

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

### **Retention of records: roles and responsibilities**

#### **Exams officer**

- ▶ Keeps records as required by JCQ and awarding bodies for the required period
- ▶ Keeps records as required by the centre's records management policy
- ▶ Provides an exams archiving policy that identifies information held, retention period and method of disposal

#### **Exams archiving policy**

The centre's exams archiving policy is located as hard copy in the exams office and saved on an accessible folder on the school hard drive.