EXAMINATIONS POLICY

Purpose of the policy

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

- all aspects of the centre exam process are 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 according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times.
- 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 exam policy is available electronically via the staff portal under General Admin/College Policies and changes following review will be highlighted to relevant staff via email.

Roles and responsibilities overview

"The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements to always 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]

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 (ICE Introduction)

Principal (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
  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
- 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.
- Takes responsibility for responding to the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) by the end of October each year confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre's declaration which is then kept on file for inspection purposes [GR 1]
- Enables the relevant senior leader(s), the examinations officer, and the learning support manager 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

- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO.
- Appoints a member of staff to act as the Special Educational Needs Co-ordinator (SENCo) who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures confidentiality and security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions.
- 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 college exam contingency plan is available electronically via the staff portal under General Admin/College Policies and changes following review will be highlighted to relevant senior leaders via email.
>
> *"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 should also reinforce procedures in the event of the centre being unavailable for examinations or on results day owing to an unforeseen emergency.)"* [GR5]

Internal appeals procedures

- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers.

> The college internal appeals procedures are available electronically to staff via the staff portal under General Admin/College Policies and changes following review will be highlighted to all relevant staff via email. It is available to students via the portal under the college/examinations/college policies.
>
> *"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 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;* [GR5.7]
>
> *"The centre will...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 review of moderation or an appeal;"*
> [JCQ Post-results services 5.13]

Disability policy (exams)

- Ensures the centre's disability 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.

"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 head of centre/senior leadership team will…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; †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect…
The centre must comply with the obligation to identify the need for, request and implement access arrangements…"   [GR 5.4]

> As identified in related documents, the college provides a disability policy for exams, an exams-specific supplement to the centre-wide accessibility policy/plan, which details how the centre facilitates access to exams and assessments for disabled candidates, as defined under the terms of the Equality Act 2010, by outlining staff roles and responsibilities

Complaints and Appeals Procedure

- Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers.

> The Complaints Procedure can be found on the College website under: The College>Policies and Procedures.
>
> *"The centre will… 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 5.8]

Safeguarding and Child Protection Policy

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

> The Safeguarding and Child Protection Policy 2021 can be found on the College website under: The College>Policies and Procedures.
>
> *"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]

Data Protection Policy

- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations

> The College Data Protection Policy is available upon request.
>
> *"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.
>
> However 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
> - ▶ School reports on pupil performance 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 adjustment

Access arrangements policy

> The Access Arrangements Policy can be found the on the College website under: Student Life>Learning Support.
>
> *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]

- Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any **conflict of interest** where a member of centre staff is taking qualifications at the centre which includes internally assessed components/units, a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate
- Maintains clear records that confirm the measures taken 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 another centre; a member of centre staff is taking a qualification at the centre that does not include internally assessed components/units; a member of centre staff is taking a qualification at another centre
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials.
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications.
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel.

Exams officer

- 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)
  A guide to the special consideration process

- 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 external invigilators, and keeps a record of the content of training provided to invigilators for the required period.
- Works with the learning support manager 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 to mitigate any potential risk to the integrity of the qualifications affected, before the published deadline for entries
- 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 in Examinations and Assessments
  Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
  A guide to the special consideration process

Learning Support Manager (LSM)

- 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 ensures the correct procedures are followed.
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification.

Head of department (HoD)

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

Invigilators

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

Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials.

Site staff

- Support the EO in relevant matters relating to exam rooms and resources.
- Support the EO in dealing with exam related deliveries with due regard to the security of confidential deliveries.

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

<u>Information sharing</u>

Principal (Head of Centre)

- Ensures that relevant centre staff are directed to annually updated JCQ publications including <u>GR</u>, <u>ICE</u>, <u>AA</u>, <u>SMEA</u> and <u>NEA</u> (and the instructions for conducting coursework).

Exams officer

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

<u>Information gathering</u>

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 (the staff portal).
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications.
- Produces an annual examination & assessment guide of key dates, deadlines, and relevant information to be made available to students and parents.
- Produces an annual exam 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 progression exams

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

Principal (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 Learning Support Manager is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

Learning Support Manager

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements.
- Gathers **evidence** to support the need for access arrangements for a candidate.
- Liaises with teaching staff to gather evidence of **normal way of working** 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** (candidate personal data consent form) from candidates where required.
- Applies for **approval** through *Access arrangements online* (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO.
- Keeps relevant paperwork and evidence on file for each candidate for JCQ inspection purposes.
- Employs good practice in relation to the Equality Act 2010.
- Liaises with the EO regarding exam time arrangements for access arrangement candidates.
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the 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 policy on the use of word processors in exams can be found on the College website within the Access Arrangements Policy and Procedures.
>
> *"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 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…*
>
> *…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**

> The centre's criteria for separate invigilation in exams can be found on the College website within the Centre's Access Arrangements Policy and Procedures.
>
> [See AA 5.16 plus centre-determined criteria]
>
> *"…For example, in the case of separate invigilation, the candidate's difficulties are established within the centre (see Chapter 4, paragraph 4.1.4, page 16) 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]

Senior Leaders, Head of department, Teaching staff

- Support the LSM in determining and implementing appropriate access arrangements
- 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

- 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** is in place for a candidate (or parent/carer) to appeal against internal assessment decisions 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

> The college NEA policy is available electronically via the staff portal under General Admin/College Policies and changes following review will be highlighted to all relevant staff via email.
>
> *"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 an 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.
- Ensure appropriate internal moderation, standardisation and verification processes are in place.

Head of department

- Ensures teaching staff delivering Project qualifications follow JCQ *Instructions for conducting coursework* and the specification provided by the awarding body.
- 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 (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

Principal (Head of centre)

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators.
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible.
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times.

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 that 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

  Estimated entry information is collated from the college database using the registration figures for each subject following enrolment and re-enrolment, and submitted online using the awarding bodies' secure sites.

Heads of department

- Provides entry information requested by the EO to the internal deadline.
- Informs the EO immediately of any substantial 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.
- Inputs the relevant entry data for each subject into the college MIS system.
- 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.

Heads of department

- Checks final entry submission

Re-sit entries

Resit opportunities for externally assessed units are made available to BTEC RQF candidates, if applicable, in the January and June examination series. Candidates are charged the published examination fee and register and pay via the college online payment system by the internal deadline. Refunds are available if a withdrawal is made before the awarding body deadline. Resit entries are made in a timely manner, according to awarding body entry deadlines.

Candidate statements of entry

Exams officer

- Provides candidates with online statements of entry for checking

Teaching staff

- Ensure candidates check statements of entry and communicate any discrepancies to the EO

Candidates

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

Pre-exams: roles and responsibilities

Access arrangements

Learning Support Manager

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments 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 if required (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement).

Briefing candidates

Exams officer

- Issues online individual exam timetable information to candidates and informs candidates of any designated contingency day awarding bodies may identify in the event of national or local disruption to exams.
- Prior to exams issues relevant JCQ information for candidates documents.
- Issues relevant awarding body information to candidates.
- Issues centre exam information to candidates including information on:
    - exam timetable clashes
    - arriving late for an exam
    - absence or illness during exams
    - what equipment is/is not provided by the centre
    - unauthorised items in exam rooms
    - food and drink 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

> Detailed information regarding post results services is provided on a dedicated page on the college website under Exams.
>
> *"The centre will… have in place written procedures for how it will deal with candidates' requests for access to scripts, 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 (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service.

Internal assessment and endorsements

Principal (Head of centre)

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

Learning support manager

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

Teaching staff

- Support the Learning Support Manager 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

- Submits marks, endorsement grades and samples to the awarding bodies/moderators/monitors for internally assessed components of qualifications by the published deadline, ensuring compliance with internal procedures as communicated by the EO.
- 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 required samples of work for moderation and sample recordings for monitoring by the internal deadline.

Exams officer

- Keeps a record of submitted marks, endorsement grades and samples for each subject.
- Keeps a record to track when marks have been submitted and work sent to awarding bodies/moderators.
- Distributes to departments moderated work returned to the centre.
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work.

Candidates

- Authenticate their work as required by the awarding body.

Invigilation

Exams officer

- Provides an annually reviewed/updated invigilator handbook to invigilators and trains new invigilators on appointment and updates experienced invigilators on any regulation changes and any changes to centre-specific processes
- 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 Learning support manager regarding the facilitation and invigilation of access arrangement candidates.

Learning Support Manager

- 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.

<u>**JCQ inspection visit**</u>

"It is the responsibility of the head of centre to ensure that his/her centre….allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection. (JCQ Centre Inspectors will identify themselves with a photo ID card.) The Inspector must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility"   [ICE 5]

Exams officer or **Senior leader**

- Will accompany the Inspector throughout a visit.

Learning support manager or relevant Senior leader in the absence of the LSM

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates, ensuring the information is readily available at the centre, and address any questions the inspector may raise.

<u>**Seating and identifying candidates in exam rooms**</u>

Exams officer

- Ensures a procedure is in place to verify candidate identity.

   Verifying candidate identity procedure

Individual exam cards populated with a student's ID number, photograph, exam entry details, and access arrangements if appropriate, are used in accordance with seating plans in every exam venue. Staff are able to refer to these for identification purposes and cross check information with the college database and exam database to resolve queries.   *…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."*   [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 their access arrangements known).

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.

<u>**Security of exam materials**</u>

Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential materials are only delivered 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 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.
- Ensures the secure storage facility contains only current and live confidential material for external examinations and assessments only
- Ensures that examination stationery are stored in the secure room

Reception staff

- Follow the process to identify and log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferral to the exam secure storage.

Teaching staff

- Adhere to the process to record secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential.

Timetabling and rooming

Exams officer

- Produces a master centre exam timetable for each exam series.
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort)

Overnight supervision arrangements policy

If a clash involves overnight supervision the Exam Officer will make contact with a parent/guardian or named adult and clarify the rules and regulations for such an arrangement, subject to approval from the exam board(s) for such an arrangement. A declaration agreeing to abide by such regulations will be signed by the approved parent/guardian/named supervisor and kept on record for inspection purposes.

Any breach of clash regulations and conditions will result in disqualification from the exam and possibly the entire qualification.

Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted…

…candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays (see paragraph 8.5, page 14). Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable…

The overnight supervision arrangements **must** ensure that the candidate **does not** have advance warning of the content of the examination deferred until the following morning. This means the candidate **must not** meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, Internet and social media. It also extends to television and radio, which could report key details of the day's examinations. [ICE 8]

- Identifies exam rooms and specialist equipment requirements.
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios.
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements.
- Liaises with the Learning support manager regarding rooming of access arrangement candidates.

Learning support manager

- 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 by submitting a JCQ *Alternative Site arrangement* notification through CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations.

Transferred candidate arrangements

Exams officer

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

Internal exams

Formal internal assessment is not compulsory for every subject. These assessments may be conducted within class during a three-day block timetable, organised by senior management or in a formal exam setting. An additional period of formal internal assessment takes place in the summer term for all A-level subjects in the first year known as progression 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.

Learning Support Manager

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

Teaching staff

- Provide exam papers and materials to the EO in accordance with internally set deadlines.
- Support the Learning support manager in making appropriate arrangements for access arrangement candidates.
- Mark and standardise completed exam papers within subject departments, submitting results for Progression Review data.

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/temporary access arrangements as they arise at the time of exams.

Learning support manager

- 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

Students and their parents/carers are advised of the procedures to follow for candidates absent for examinations via the Examination & Assessment Guide referred to earlier in this policy. Invigilators taking attendance registers in exam venues are responsible for reporting absences to the Exams Officer/Exams Co-ordinator for following up as a matter of urgency, using contact information available on the college database, and for noting the outcome on the database.

"***Advice:*** *it is good practice for a centre to have a policy for late and absent candidates. Invigilators* **must** *be made aware of this policy."*
[ICE14]

Invigilators

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

Candidates

- Are informed of the policy/process if absent from an exam and follow it accordingly, seeking advice from the EO when appropriate.

Candidate behaviour
See *Irregularities and Malpractice* below.

Candidate belongings
See *Unauthorised materials* below.

Candidate late arrival

Exams officer

- Ensures that candidates who arrive *very late* for an exam , according to the JCQ definition and timeframe, are reported to the awarding body as soon as practicably possible after the exam has taken place using CAP to timescale
- Warns candidates that in these circumstances 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, and briefing on exam days.
- Ensure that relevant information is recorded on the exam room incident log.

Candidate late arrival policy

Students and their parents/carers are advised of the procedures to follow for late arrival to examinations via the Examination & Assessment Guide referred to earlier in this policy. Within JCQ guidelines and using their professional discretion, the EO may offer an opportunity to latecomers to sit the exam – this will depend on organisational arrangements and provided that adequate supervision arrangements are in place. If the announcements have started, late students will be held outside the exam venue until the announcements are finished. They will have an opportunity to read the regulations whilst waiting and before being admitted to the venue. All examination instructions are given to the student outside the exam venue and an invigilator supervises the start of their exam once inside the venue. Latecomers will receive an email from the EO via the college database, copied to parents/carers, recording their lateness and advising against repeat. The recording of persistent lateness will be escalated to senior management for response and appropriate sanction according to college disciplinary procedures.

For very late arrivals, one hour or more after the published start of the exam, candidates will be advised that the very late arrival must be reported to the exam board, under JCQ regulations, and that the exam board may not accept the script.

If admitted to the exam room, late/very late arrivals will be allowed the full time for the exam.

"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 after the start of the examination should be allowed the full time for the examination, depending on the centre's organisational arrangements and provided that adequate supervision arrangements are in place…"   [ICE 21]

Conducting exams

Principal (Head of centre)
- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies.

Exams officer
- Ensures exams are conducted according to JCQ and awarding body instructions.
- Uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed.

Dispatch of exam scripts

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

Exam papers and materials

Exams officer
- Organises exam question papers and associated confidential resources in date order in the secure storage facility.
- Attaches erratum notices received to relevant sealed exam question paper packets.
- Collates attendance registers and examiner details in date order.
- Regularly checks mail or email inbox for updates from awarding bodies.
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the day, date, time and paper details immediately before a question paper packet is opened.
- Ensures this additional/second check (which takes place in the secure room if a question paper packet has to be split or in the designated exam room if not) is recorded

- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam or until any timetable clash candidates have completed the exam and all scripts parcelled up for collection.

Exam rooms

Principal (Head of centre)

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room designated as an exam room(s).
- 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 authorised centre staff are present in exam rooms.
- 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 temporarily leaving an exam room is clearly communicated to candidates

Policy on food and drink in exam rooms

> Students are advised in the exams and Assessment Guide mentioned earlier in this policy that they may bring a small, clear, bottle of water, label removed, into an exam room. No other food or drink is allowed unless for a documented medical reason ie diabetes, known to the College Nurses in advance of the examination season and in such cases permission must be sought from the EO in advance of the exam season.
>
> *"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 or drink brought into the examination room whether by the candidate or the centre is free from packaging and all labels are removed from drink containers"*
>
> [ICE 18]

Policy on candidates leaving the exam room temporarily

> Students are advised in the exams & assessment guide mentioned earlier in this policy that if they have to leave the exam room temporarily due to illness or distress, they should alert an invigilator, who will then accompany them, and they will not lose exam time under these circumstances.
>
> Students leaving the exam room for non medical reasons such as a loo break, do so in their own time.
>
> > 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 and access arrangement candidates).
- Ensures sole invigilators have an appropriate means of summoning assistance.
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam incident log
- 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.

Hyperlinks provided in this document were correct as at October 2016

- 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 college emergency evacuation procedure is contained within the Emergency/Disaster Management Strategy document located electronically on the staff portal under General Admin. Emergency evacuation procedures for students and staff involved in examinations is provided in an appendix to that document. It is also contained in the invigilator handbook and made available in every exam venue.
>
> *""…Reference should also be made to the following document - https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats...You **must** have a **written** centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service."* [ICE 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 in training/update events and briefing sessions.

Candidates

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

Irregularities and Malpractice

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.

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 or needing to leave the room temporarily, disruption or disturbance in the exam room, emergency evacuation).

Special consideration

Exams officer

- Advises candidates and centre staff on the eligibility of special consideration and its application.
- 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.

Special consideration policy

Within the exam and assessment guide referred to earlier in this policy, candidates are advised that if they feel their exam performance was significantly affect by temporary illness, accident/injury, bereavement, domestic crisis, a flare up of a long-term illness, or other personal circumstances, at the time of the external assessment/exam, they should speak to the EO as soon as possible. Applications can only be made with EO support. Candidates will be asked to provide medical evidence for special consideration for absence.

Candidates

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

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

No unauthorised materials are allowed in the exam rooms. A supervised, lockable bag store is used for candidates to leave bags, coats, and other belongings whilst they sit their examinations. Once in the exam room candidates are asked to empty their pockets of keys, change, and other loose items, and place them under their desks – this does not include papers, mobile phones or other electronic devices as these are locked in the bag store before entering the venue. Wristwatches, smartwatches and watches with a storage facility must be treated like mobile phones and kept with other unauthorised items in the bag store. Failure to do so will be considered as malpractice and reported to the JCQ as per the regulations.

"…In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject…

"…any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items."

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

…A head of centre may, if he/she so wishes, prohibit candidates bringing a wrist watch into the examination room. Candidates would be required to leave their watches outside of the examination room."
[ICE 18]

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 any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly.

Exams 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**
>
> Results are issued to students electronically via the college portal and downloaded into their personal account. Students who have left college early and no longer have access to the portal have their results posted to them first class, to arrive on results day. Senior staff and Progression Guidance are available at published times to see students as necessary, and exam office staff are available to answer results queries and advise on post results services.
>
> *"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 6]

Site staff
- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results.

Accessing results

Principal (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.

Exams officer
- Informs candidates in advance of when and how results will be released to them for each exam series.
- Resolves any missing or incomplete results with awarding bodies.
- Provides results documentation electronically for relevant centre staff on issue of results date.

I.T Director
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- Issues electronic results to candidates via the portal on issue of results date.
- Provides summaries of results for relevant centre staff on issue of results date.

Post-results services

Principal (Head of centre)

- Ensures **internal appeals procedures** are available where candidates disagree with a centre decision not to support a review of marking, a review of moderation or an appeal.
- 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, obtaining candidate consent as grades may be confirmed, lowered or raised

Exams officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above Briefing candidates and Access to scripts, enquiries about results and appeals procedures).
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- Provides a process to record requests for services and 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, in conjunction with MIS, 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

I.T Director and MIS Team

- 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

> The exam office manages the issue of certificates procedure. Certificates are sent by Recorded Delivery to the address last registered on the college database.

Retention of certificates policy

> The exam office manages the retention of certificates. Returned, undelivered certificates are kept in exam secure storage for two years and then may be shredded. Contact with students for whom the college has retained certificates is attempted several times before the disposal of certificates.
>
> *'The centre will…destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed in a confidential manner….a record of certificates that have been destroyed should be retained for four years from their date of destruction'* *[GR 5.14]*

Exams review: roles and responsibilities

Exams officer

- Provides the senior staff member with responsibility for exams 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 during line management meetings.
- Collects and evaluates feedback from learning support staff, and invigilators to inform an exams 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

Please see the related documents for the Exams Archiving Policy

Related Documents

Disability Policy (Exams)

Exams Archiving Policy

Non- Examination Policy

Internal Appeals Policy and Procedures

Access Arrangements Policy

Examination Contingency Policy

Updated Spring/Summer Term 2022