



OAKLANDS CATHOLIC SCHOOL **AND** **SIXTH FORM COLLEGE**

With delegated responsibility from the
Edith Stein Catholic Academy Trust

EXAMINATIONS POLICY

APPROVED BY LOCAL GOVERNING BODY	NOVEMBER 2024
SCRUTINISED BY TEACHING AND LEARNING COMMITTEE	OCTOBER 2024
DATE LAST REVIEWED	OCTOBER 2024
MEMBER OF STAFF RESPONSIBLE	ASSISTANT HEADTEACHER
STATUTORY / NON-STATUTORY	STATUTORY



Community

Unity



Opportunity

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Policy Amendments

Version Date	Section / Page	Amendments
September 2024		Whole policy update in line with JCQ Template
November 2022	2.2 / Page 3	Moving of two responsibilities from SLT to Examinations Officer Additional new responsibility to manage bookings of exam rooms
	2.3 / Page 4	Moving of responsibility from Exams Officer to HOD/Subject Leader – Submits candidates' coursework marks
	2.4 / Page 4	Additional responsibility to provide evidence to support exam access arrangements
	2.5 / Page 4	Removal of words Teaching Assistant for support
	2.6 / Page 4	Change Exams Officer to secure storage Removal of sentence regarding exam paper collection for access arrangement students
	4.1.3 / Page 5	Remove – reference to 2020 and 2021 exams
	6.2 / Page 6	Removal of paragraph relating to AS exams
	6.3 / Page 7	Change C grade to pass grade
	6.5 / Page 7	Remove – reference to 2020 and 2021 exams
	6.6 / Page 7	Remove – reference to 2020 and 2021 exams
	6.12 / Page 7	Change of word 'must' to 'may'
	7.3 / Page 8	Additional words 'and provide evidence of need and reasonable adjustments made'
	7.11.1 / Page 9	Replace 'trained professional' with 'consultant'
	7.12 / Page 9	Additional words 'Word processors will not have spellcheck enabled.'
	9.13vi / Page 10	Replace 'fire alarm' with 'emergency evacuation'
	9.13vii / Page 10	Additional words 'Sixth Form students may be gathered on the Sunken Lawn'
	11.1.3 / Page 11	Replace 'provided with' to 'shared with'
	12.0 / Page 12	Replace 'remark' with 'review' throughout Removal of reference to AS
	12.3 / Page 12	Replace 'wants' to 'wishes' throughout and addition of sentence regarding candidate consent.
	13.0 / Page 13	Additional words for collection of certifications for students who are unable to attend the Presentation Evening
October 2021	4.1.3 / Page 5	A Level external exams detail
	6.5 & 6.6 / Page 7	Statements about opportunities for students to sit November / October exams due to CAG process
	Appendix A A1.6 / Page 16	Update to responsibilities for Exams Office Staff
	Appendix A A12.0 / Page 25	Risk Management Process Update to Security of Materials

1.0 Key staff involved in the policy

Role	Name(s)
Head of centre	Mr Matthew Quinn
Senior Leader with oversight for exams	Mr Mark Bamford
Exams officer	Mrs Claire Colley
SENCo	Mrs Tracey Rowsell

2.0 Purpose of the policy

- 2.1 Oaklands Catholic School and Sixth Form College is committed to ensuring that the examinations/assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.
- 2.2 This policy will ensure that:
- all aspects of the centre's process is documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures are signposted to
 - the workforce is well informed and supported
 - all centre staff involved in the process clearly understand their roles and responsibilities
 - all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the examination/assessment system at all times
 - exam candidates understand the process and what is expected of them
- 2.3 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.
- 2.4 This policy will be made available to all members of staff during the first half of the Autumn term.

Section 1

3.0 Roles and responsibilities overview (GR 2)

- 3.1 The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and awarding body requirements.
- 3.2 **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.
- 3.3 **The head of centre must not normally appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles.
- 3.4 The head of centre and/or examinations officer may operate across more than one centre. In such cases the head of centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head of centre must ensure that these arrangements are covered by their examination contingency plan.

3.5 Candidates

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

4.0 Head of centre responsibilities (GR 1)

- 4.1 Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.
- 4.2 Heads of centre must ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.
- 4.3 Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- 4.4 (ICE Introduction) **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the [Instructions for conducting examinations](#) document.** Failure to do so may constitute malpractice as defined in the JCQ document [Suspected Malpractice - Policies and Procedure](#).
- 4.5 (GR 5.1) The head of centre must ensure:
- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
 - appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. entries, internally assessed marks
 - all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority
- 4.6 Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
- [General Regulations for Approved Centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments](#) (AARA)
 - [Suspected Malpractice - Policies and Procedures](#) (SMPP)
 - [Instructions for conducting coursework](#) (ICC)
 - [Instructions for conducting non-examination assessments](#) (NEA)
 - [A guide to the special consideration process](#) (SC)
- 4.7 Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- 4.8 Where/if using a third party to deliver any part of a qualification (including its assessments) 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 (unless exclusions apply) to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
 - ensures that a copy of the written agreement is available for inspection if requested by the awarding body

- 4.9 Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section)
- 4.10 Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- 4.11 Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- 4.12 Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

5.0 Resilience and contingency arrangements (GR 3.16-19)

- 5.1 The centre must ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering evidence of candidate performance in line with the published guidance.
- 5.2 The centre must have an up to date written contingency plan.
- 5.3 The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.
- 5.4 The plan must cover the following scenarios:
- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
 - the potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable
 - potential issues with the centre's IT systems.
- 5.5 As part of their contingency plan centres must identify an alternative site if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different Year Groups.
- 5.6 The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.
- 5.7 The centre must ensure that candidates' work is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

6.0 Cyber security (GR 3.20-21)

6.1 The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*.
Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body.

7.0 Recruitment, selection, training and support (GR 5.3)

7.1 It is the responsibility of the **head of centre** to ensure that the centre:

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other 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
- Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work
- Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo (or equivalent role) to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations
- Ensures that the SENCo (or equivalent role) understands the JCQ document [Access Arrangements and Reasonable Adjustments](#) and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations

8.0 External and internal governance arrangements (GR 5.3)

8.1 It is the responsibility of the **head of centre** to ensure that the 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 and assessment administration, be absent
- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments

9.0 Delivery of qualifications (GR 5.3)

9.1 It is the responsibility of the **head of centre** to ensure that the centre:

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

10.0 Public liability (GR 5.3)

10.1 It is the responsibility of the **head of centre** to ensure that the centre complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims.

11.0 Conflicts of interest (GR 5.3)

11.1 See Policies below

12.0 Controlled assessments, coursework and non-examination assessments (GR 5.3)

12.1 It is the responsibility of the **head of centre** to ensure that the centre:

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

13.0 Security of assessment materials (GR 5.3)

13.1 It is the responsibility of the **head of centre** to ensure that the centre:

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - the security of all assessment materials
 - that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
 - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
 - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
 - access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
 - 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
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

14.0 National Centre Number Register and other information requirements (GR 5.3)

14.1 It is the responsibility of the **head of centre** to ensure that the centre:

- Provides contact details as follows:
 - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
 - a landline telephone number – this must be the number of the main office/ switchboard of the centre
 - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable)
Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites
 - the name of the head of centre and their email address
 - senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Responds to the National Centre Number Register annual update by the end of October every year
 - informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre)
 - informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)

- informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
 - responds, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year
 - responds to any other reasonable requests made by the National Centre Number Register Team
- (GR 1.9) Understands that this responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, 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

15.0 Centre inspections (GR 5.3)

15.1 It is the responsibility of the **head of centre** to ensure that the centre:

- 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.
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

16.0 Policies available for inspection (GR 5.3)

16.1 It is the responsibility of the **head of centre** to ensure that the centre has in place the following policies for inspection that must be reviewed and updated annually:

- 16.1.1 A written child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
Child Protection/Safeguarding Policy - [Policies - Oaklands Catholic School and Sixth Form College](#)
- 16.1.2 A written complaints policy
Complaints Policy - [Policies - Oaklands Catholic School and Sixth Form College](#)
- 16.1.3 A written conflicts of interest policy (GR 5.3)
Conflicts of Interest Policy (Exams) – see separate internal centre policy
- Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
 - any members of centre staff who are taking a qualification at this centre which includes internally assessed components/units*
 - any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units, **and**

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

- * *Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:*
- *proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials*
 - *during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment*

16.1.4 A written data protection policy

Data Protection Policy [Policies - Oaklands Catholic School and Sixth Form College](#)

16.1.5 A written equalities policy

Equalities Policy [Policies - Oaklands Catholic School and Sixth Form College](#)

16.1.6 A written contingency plan which covers all aspects of examination/ assessment administration and delivery

Contingency Plan – see separate internal centre policy

16.1.7 A written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration

Internal Appeals Procedure – see separate internal centre policy

16.1.8 A written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).

Malpractice Policy – see separate internal centre policy

16.1.9 A written policy regarding the management of non-examination assessments including controlled assessments and coursework. (For CCEA GCSE centres this would be a written controlled assessments policy)

Non-examination Assessment [Policies - Oaklands Catholic School and Sixth Form College](#)

16.1.10 A written whistleblowing policy
Whistleblowing Policy (Exams) [Policies - Oaklands Catholic School and Sixth Form College](#)

16.1.11 A written policy on the use of word processors in examinations
Use of Word Processors in Exams Policy [Policies - Oaklands Catholic School and Sixth Form College](#)

17.0 Access arrangements and reasonable adjustments (GR 5.4)

17.1 The head of centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid) †for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)
- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- 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 in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

18.0 Malpractice (GR 5.11)

18.1 The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place
- inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require
- (GR 6.2) 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 document *Suspected Malpractice – Policies and Procedures*

19.0 Personal data (GR 6.6, 6.8)

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

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

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

20.0 Exams officer (EO) responsibilities

20.1 Understands the contents of annually updated JCQ documents 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](#)

20.2 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 every year to confirm the centre’s contact details or informs of any changes ((and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)

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

- 20.4 Ensures key tasks are undertaken and key dates and deadlines met
- 20.5 Recruits, trains and deploys a team of internal/external invigilators; appoints a lead invigilator, as may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period
- 20.6 Works with the SENCo (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- 20.7 Supports the head of centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- 20.8 Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

21.0 Senior leaders responsibilities

- 21.1 Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
- [General Regulations for Approved Centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting coursework](#)
 - [Instructions for conducting non-examination assessments](#)
 - [A guide to the special consideration process](#)
 - [Post-Results Services](#)
- 21.2 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 (or equivalent role)
- 21.3 Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- 21.4 Ensure teaching staff attend relevant awarding body training and update events

22.0 Special educational needs co-ordinator (SENCo) responsibilities

- 22.1 Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
- [Access Arrangements and Reasonable Adjustments](#)
- 22.2 Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- 22.3 If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- 22.4 Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification ([GR 5.4](#))

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

23.0 Teaching staff responsibilities

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

24.0 Invigilators responsibilities

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

25.0 Reception staff responsibilities

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

26.0 Site staff

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

Section 2

27.0 The Exam Cycle

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

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

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

28.0 Planning: roles and responsibilities

28.1 Secure materials

- **Head of centre** ([GR 3.6](#)) ensures the centre has a secure storage facility in a room solely assigned to examinations. ([ICE 3.1](#))

28.2 The secure room and the secure storage facility

28.2.1 The secure room

- The secure room must only be used for the purpose of administering secure examination materials.
- Access to the secure room **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures.

28.2.2 The secure storage facility

- Access to the secure storage facility **must** be restricted to two to six key holders, one of whom **must** be the exams officer.
- The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.
- When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

28.3 Information sharing

- **Head of centre** directs relevant centre staff to annually updated JCQ documents including [GR](#), [ICE](#), [AARA](#), [SMPP](#), [ICC](#), [NEA](#) and [SC](#)
- **Exams officer**
 - Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
 - Signposts relevant centre staff to JCQ information that must be provided to candidates
 - As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

28.4 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
 - (where applicable to the role) Collects information on internal exams/assessments to enable preparation for and conduct of (insert the titles these internal exams/assessments are referred to in the centre)
- **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

28.5 Access arrangements

- **Head of centre**
 - Ensures the centre has documented processes in place relating to 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/reasonable adjustments requirements
 - Gathers evidence to support the need for access arrangements for a candidate
 - Liaises with teaching staff to gather evidence of normal way of working for a candidate
 - Determines candidate eligibility for arrangements or adjustments that are centre-delegated
 - Gathers signed *Personal data consent* forms from candidates where required and ensures *Data protection confirmation(s) by the examinations officer or SENCo* are completed
 - Applies for approval using *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 thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
 - Works with the 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

- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
 - Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
 - Rooming for access arrangement candidates will be arranged by the Exams officer in consultation with the SENCO.
- **Senior leaders, Teaching staff**
 - Support the SENCO in determining and implementing appropriate access arrangements/reasonable adjustments
 - The senior leader provides an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations

28.6 Internal assessment and endorsements (controlled assessments, coursework and non-examination assessments)

- **Head of centre** ([GR 5.7](#))
 - Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
 - Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
 - Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
 - Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
 - Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
 - Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
 - Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place
 - Ensures that candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)
- **Senior leaders**
 - Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
 - Ensure appropriate internal moderation, standardisation and verification processes are in place
 - Ensure teaching staff delivering relevant qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
 - Ensure teaching staff delivering GCE and 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
 - Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body

- For VTQs qualifications, ensure teaching staff follow appropriate instructions issued by the relevant 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 (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

28.7 Invigilation

- **Head of centre**
 - Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
 - Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible.
 - Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
 - Ensures that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination
- **Exams 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 thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year, before they are allocated to invigilate an exam
 - Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
 - Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
 - Collects evaluation of training to inform future events

29.0 Entries: roles and responsibilities

Head of centre ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.4 Entries](#))

29.1 Estimated entries

- **Exams officer**
 - Requests estimated or early entry information, where this may be required by awarding bodies, from Heads of Department, senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met
 - Submits estimated or early entry information, where this may be required by awarding bodies, via the awarding body secure website.
- **Senior leaders and Heads of Department**
 - Provide entry information requested by the EO to the internal deadline
 - Inform the EO immediately of any subsequent changes to entry information

29.2 Final entries

- **Head of centre**
 - Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries
- **Exams officer**
 - Requests final entry information from Heads of Department, senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met
 - Informs Heads of Department and senior leaders of subsequent deadlines for making changes to final entry information without charge
 - Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification
 - Confirms with Heads of Department and senior leaders final entry information that has been submitted to awarding bodies
 - Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies
 - Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification
- **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

29.3 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

29.4 Re-sit entries

- **Exams officer**
 - Resit entries are confirmed with the Heads of Department and senior leaders and entered with the awarding body by the published deadline for entries.
 - Students who continue to study at Oaklands post-16, and who require a pass grade in English or Maths will have their entry fee paid by the centre either in the November series and / or the following June series.
 - Students who continue to study at Oaklands post-16, and who wish to improve their grade in English or Maths will be charged the entry fee.
 - Students who no longer study at Oaklands post-16 and wish to resit English or Maths in the November series will be charged the entry fee.

29.5 Private candidates

Private candidate entry is discouraged. Enquiries will be considered and applicants accepted by the Exam Officer if they determine that resources are sufficient.

29.6 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

30.0 Pre-exams: roles and responsibilities

Head of centre ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.8 Candidate information](#))

30.1 Access arrangements and reasonable adjustments

- **SENCo**
 - 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 documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it

- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement)
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

30.2 Briefing candidates

- **Exams officer**

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

30.3 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

30.4 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

30.5 Internal assessment and endorsements

- **Head of centre**
 - Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking
- **SENCo**
 - Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- **Teaching staff**
 - Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
 - Assess and authenticate candidates' work
 - Assess endorsed components
 - Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies
- **Senior leaders**
 - 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**
 - Supports teaching staff in submitting 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

30.6 Invigilation

- **Exams officer**
 - Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
 - Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, prompter, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/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

30.7 JCQ Centre Inspections

- **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)

30.8 Seating and identifying candidates in exam rooms

- **Exams officer**
 - Ensures a procedure is in place to verify the identity of all candidates
 - 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)

30.9 Candidate Identification Procedure

- Teaching staff are present when candidates gather prior to an exam and escort them to the exam room so that any unexpected students may be challenged.
- Photographs of students are present in invigilator packs so that invigilators can easily identify candidates.
- IF private candidates are present, they will have provided photographic ID prior to the exam entry being submitted and on the day(s) of their exam.
- **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

30.10 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 approved by the head of centre are accompanied by a keyholder at all times.
 - Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
 - Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)
At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.
- **Reception staff**
 - Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility
- **Teaching staff**
 - Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

30.11 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)
 - Identifies exam rooms and specialist equipment requirements
 - Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
 - Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
 - Liaises with the SENCo regarding rooming of access arrangement candidates

30.12 Overnight Supervision Arrangements Policy

- The EO follows the JCQ guidance on overnight supervision.
- Candidates and the person supervising them, will be asked to complete and sign a copy of the JCQ **Overnight Supervision Declaration** form and return it to the EO no later than 24 hours prior to the overnight supervision commencing.
- Candidates will be supervised on journeys to and from the centre and will be 'handed over' to a supervisor / member of centre staff at departure / arrival.
- **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

30.13 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 form online using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

30.14 Transferred candidate arrangements

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

30.15 Internal exams/assessments

- **Exams officer**
 - Prepares for the conduct of internal exams/assessments under external conditions
 - Provides a centre exam timetable of subjects and rooms
 - Provides seating plans for exam rooms
 - Requests internal exam papers from teaching staff
 - Arranges invigilation
- **SENCo**
 - Liaises with teaching staff to make appropriate arrangements for access arrangement candidates
- **Teaching staff**
 - Provide exam papers and materials to the EO
 - Support the SENCo in making appropriate arrangements for access arrangement candidates

31.0 Exam time: roles and responsibilities

Head of centre ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.9 Conducting examinations and assessments](#))

31.1 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 exam
 - Liaises with the SENCo to apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

31.2 Candidate absence

- Candidate presence in the examination room is checked as soon as those present are seated.
- Attendance is marked on the centre seating plan and any absences are referred to the Exams Officer as soon as possible.
- The Exams Officer will contact the candidate's parents, carers and other contacts listed until a response is provided.
- Candidate options are relayed to the contact and where attendance is not possible, JCQ procedures for absences are followed.
- If applicable, special consideration will be applied for.
- **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

31.3 Candidate behaviour

- See *Irregularities* below.

31.4 Candidate belongings

- See *Unauthorised items* below.

31.5 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 using 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

31.6 Candidate Late Arrival Procedure

- Candidate presence in the examination room is checked as soon as those present are seated.
- Attendance is marked on the centre seating plan and any absences are referred to the Exams Officer as soon as possible.
- The Exams Officer will contact the candidate's parents, carers and other contacts listed until a response is provided.
- Candidate options are relayed to the contact and when a student arrives late, JCQ procedures for late arrivals are followed.

31.7 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
 - 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

31.8 Dispatch of exam scripts

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

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

31.10 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

31.11 Food and Drink Policy (Exams)

- Only water, in a clear bottle, without labels, is permitted into the examination room.
- An exception to this may be where a candidate has a medical need which will be determined by the SENCo.

31.12 Leaving the Examination Room Policy

- Students may not leave the examination room early for any reason other than where there are access or additional arrangements in place. These will be determined before the examination starts.
- An exception to this may be where a candidate is unwell during the examination.
- A candidate may not leave the examination room before the end of the examination.
- Candidates with additional time must remain in the examination room until the end of additional time.
- Candidates with rest breaks will have the time taken for rest breaks added on to the end of the examination. Candidates must remain in the examination room until the end of this time.

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

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

Emergency Evacuation Procedure – see Appendix 2
Lockdown Procedure – see Appendix 3

- **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 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

31.13 Irregularities

- **Head of centre**
 - Ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

31.14 Managing Behaviour in exams

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times.
- Where students do not behave in a manner deemed acceptable to the conduct of examinations, support will be sought from the senior leadership team.
- **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 exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

31.15 Malpractice

- See *Irregularities* above.

31.16 Special consideration

- **Senior leaders**
 - Support eligible applications for special consideration by signing appropriate evidence
- **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 by the published external deadline
- **Candidates**
 - Provide appropriate evidence to support special consideration applications, where required. This may ~~can~~ include a letter from the candidate's doctor or a Self-certification form (JCQ/ME Form 14).
 - When too ill to sit an exam, to suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert the centre, or the exam invigilator, to that effect.

31.17 Unauthorised items

- Provision will be made for candidates to store their unauthorised items away from the examination room.
- Candidates are reminded, once they are seated, that they should not have any unauthorised items.
- **Invigilators**
 - Are informed of the arrangements through training

31.18 Internal exams/assessments

- **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

32.0 Results and post-results: roles and responsibilities

Head of centre ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.12 Results](#), [5.13 Post-results services and appeals](#), [5.14 Certificates](#))

32.1 Internal assessment

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

32.2 Managing results day(s)

- **Senior leaders**
 - Identify centre staff who will be involved in the main summer results day(s) and their role
 - Ensure senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure 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
- **Site staff**
 - Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

32.3 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
 - Informs candidates in advance of when and how results will be released to them for each exam series
- **Exams officer**
 - Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
 - Resolves any missing or incomplete results with awarding bodies
 - Issues statements of results to candidates on issue of results date
 - Provides summaries of results for relevant centre staff on issue of results date

32.4 Post-results services – see Appendix 1

- **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 and staff on the services provided by awarding bodies and the fees charged (see also above **Briefing candidates** and **Access to Scripts, Reviews of Results and Appeals Procedures**)
 - Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
 - Provides a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant
 - Submits requests to awarding bodies to meet the external deadline for the particular service
 - Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
 - Updates centre results information, where applicable
- **Teaching staff**
 - Meet internal deadlines to request the services and gain relevant candidate informed consent
 - Identify the budget to which fees should be charged
- **Candidates**
 - Meet internal deadlines to request the services
 - Provide informed consent and fees, where relevant

32.5 Analysis of results

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

32.6 Certificates

- Certificates are provided to centres by awarding bodies after results have been confirmed.
- **Head of centre**
 - Determines and communicates to candidate and parents, a date for the presentation of certificates evening.
- **Exams Officer**
 - Receives, collates and checks exam certificates against candidate broadsheet.
 - Prepares certificates for presentation.

- **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

33.0 Exams 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 an exams review
- **Senior leaders**
 - Work with the EO to produce a plan to action any required improvements identified in the review

34.0 Retention of records: roles and responsibilities

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

Appendix 1

Access to Scripts and Reviews of Results and Appeals Procedures

A1.1 Enquiries About Results (EAR)

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

- If a *student (or parent)* wishes to have a paper reviewed, the cost will vary depending on the exam board and will be detailed on the reverse of the review / recall form which is available from the Exams Officer, the school reserves the right to recover from the student or parent the administrative costs associated with a remark. Requests will only be processed once the signed form is returned along with the required payment.
- If a student wishes to recall a copy of the paper for information or to decide whether to proceed with a review request, there may be a cost involved and this will vary depending on the exam board and will be detailed on the reverse of the review / recall form which is available from the Exams Officer. Requests will only be processed once the signed form is returned along with the required payment.
- A Department will only be permitted to have a paper reviewed if there are reasonable grounds to suspect the paper was graded incorrectly and the review will have an impact on departmental progress. The cost price of the review will be paid from the Department budget. Candidate consent **MUST** be obtained for any review of papers. If a Department wishes to recall papers to use for CPD, again, any costs involved will be charged from Department budgets. Candidate consent **MUST** be obtained prior to recalling the paper(s).
- In exceptional cases, where the improvement in results at GCSE would have a tangible impact upon the school's headline 'gold standard' results, (e.g. Progress 8, attainment 8 or Ebacc) then only after discussion with the subject line manager, curriculum Deputy and the Head, will the school pay for a review. *There needs to be a realistic chance of this change occurring and of it having an impact* for this to be funded from the main school budget, so should not be used as a means to circumvent points 1 and 3 above. Candidate consent **MUST** be obtained prior to requesting a review of the paper(s).

A1.2 Access To Scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results.

- If a result is queried, the Exams Officer, teaching staff and Head of Centre will investigate the feasibility of asking for a review at the centre's expense.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- Any reviews cannot be applied for once an original script has been returned.

Appendix 2

Emergency Evacuation Procedure (Exams)

A2.1 Invigilator

- Informs the Candidates that the exam has been stopped and notes the time on the attendance register.
- Instructs the candidates to close their papers.
- Evacuates the examination room, via the nearest fire exits, informing the candidates to leave their examination papers on the desks.
- Ensures that candidates do not communicate with each other or other persons during the procedure.
- Takes the attendance registers and seating plan with them to the assembly point.

A2.2 Lead Invigilator

- Supports the invigilators in maintain exam conditions at the assembly points.
- Supports the Exams Officer in ensuring all candidates are accounted for

A2.3 Exams Officer

- Ensures that all candidates are accounted for
- Supports the invigilators in maintaining exam conditions at the assembly points.
- Applies for special consideration for candidates affected by the emergency evacuation, in line with awarding body guidelines and by the published final date for special consideration applications.

Appendix 3

Lockdown Procedure (10 short rings of the school bell)

A3.1 Invigilator

- Informs the Candidates that the exam has been stopped and notes the time on the attendance register.
- Instructs the candidates to close their papers.
- Instructs candidates to remain at their desks.
- Lowers blinds, locks doors (where possible) and switches off lights.
- Where doors cannot be locked, barricades doors.
- Uses mobile phone or radio to contact the Exam Officer / Lead Invigilator / senior school staff / school reception to report attendance.
- Instructs candidates to move out of site of windows.

A3.2 Lead Invigilator

- Maintains contact, where possible with invigilators.
- Follows lockdown procedure for staff contained in the Emergency Response Plan.

A3.3 Exams Officer

- Maintains contact, where possible with invigilators.
- Follows lockdown procedure for staff contained in the Emergency Response Plan.
- Applies for special consideration for candidates affected by the emergency evacuation, in line with awarding body guidelines and by the published final date for special consideration applications.