BISHOP DOUGLASS SCHOOL
To lead those in our care to grow in their faith
and to benefit from an enriching education

Exam Policy and Procedures

***"Whatever you do, work heartily, as for the Lord and not for men."* – Colossians 3:23**

Purpose of the policy
Bishop Douglass School 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's exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions "*to ensure that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute*" [JCQ General regulations (GR) 1]
- exam candidates understand the exams process and what is expected of them.

This exam policy will be reviewed annually by the Senior Management Team.

Centre staff will be informed of this policy by the Exams Officer.

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 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. (GR, section 2)

Roles and responsibilities overview

Head of centre
The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies. (JCQ GR 1)

The head of centre will:

- be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - http://www.jcq.org.uk/exams-office/general-regulations(GR)
  - http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations
  - http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration
  - http://www.jcq.org.uk/exams-office/malpractice

The head of centre will ensure:

- the centre has appropriate accommodation to support the size of the cohorts being taught
- the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
- the EO attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam cycle to be effectively managed and administered
- a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- centre staff are supported and appropriately trained to undertake key tasks within the exams process
- centre staff undertake key tasks within the exams process (exam cycle) and meet internal deadlines set by the EO
- *"that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the*

timetabled written examination or on-screen test…"
[ICE 6]

- security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
  - the location of the centre's secure storage unit is in an area solely assigned to examinations
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)
  Exam contingency plan

  The Exam Contingency Plan is available in the Exam Main Folder and on the School Website. [GR 5]
- required internal appeals procedures are in place
  Internal appeals procedures

  The Internal appeals procedure policy is available in the Exam Main Folder and on the School Website. [GR 5.14]
- a disability policy for exams showing the centre's compliance with relevant legislation is in place

  Disability policy (exams)

  The Disability Policy is available in the Exam Main Folder and on the School Website. [GR 5.4]
- a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place
  Complaints and appeals procedure

  The Complaints and Appeals Policy is available in the Exam Main Folder and on the School Website.
- the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
  Child protection/safeguarding policy

  The Child Protection/ safeguarding policy is available in the Exam Main Folder and on the School Website.
- the centre has a data protection policy in place
  Data protection policy

  The Data Protection Policy (exams) is available in the Exam Main Folder and on the School Website.?"
  [GR Appendix B]
- the centre has documented processes in place relating to access arrangements and reasonable adjustments
  Access arrangements policy

  The Access Arrangements Policy is available in the Exam Main Folder and on the School Website. "…with its obligations in respect of identifying the need for, requesting and implementing access arrangements."
  [GR 5.5]

  "The head of centre/senior leadership team agree to have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;"
  [GR 5.4]
- staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available
- the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

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

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

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

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

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

"The examinations officer or quality assurance co-ordinator is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments." [GR 1]

Exams officer (EO)

The EO is appointed by the head of centre to act on behalf of the centre in matters relating to the management and administration of examinations and assessments.

The EO will:

- be familiar with the contents of annually updated JCQ publications including:
  - http://www.jcq.org.uk/exams-office/general-regulations
  - http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations
  - http://www.jcq.org.uk/exams-office/malpractice
- be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ensure key tasks are undertaken and key dates and deadlines met
- recruit, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- Ensure awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments

Senior leadership team (SLT)

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - http://www.jcq.org.uk/exams-office/general-regulations
  - http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration
  - http://www.jcq.org.uk/exams-office/malpractice

Special educational needs co-ordinator (SENCo)/Specialist Teacher

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration
- will lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')

Heads of Department (HoDs)

- will 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
- will ensure teaching staff keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- will ensure teaching staff attend relevant awarding body training and update events

Teaching staff

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

Invigilators

- will attend training, refresher, briefing and review sessions as required
- will provide information as requested on their availability to invigilate
- will sign a confidentiality and security agreement

Reception staff

- will support the EO in dealing with exam-related deliveries and dispatches with due regard to security at all times

Site staff

- will support the EO in relevant matters relating to exam rooms and resources

Candidates

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

The exam cycle

The exams management and administration process that needs to be undertaken throughout the year 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 exam policy identifies the roles and responsibilities of centre staff within this cycle.

Planning

Information sharing

The head of centre will:

- direct relevant centre staff to annually updated JCQ publications including:
  - http://www.jcq.org.uk/exams-office/general-regulations
  - http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations
  - http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration
  - http://www.jcq.org.uk/exams-office/malpractice

The EO will:

- inform relevant centre staff of JCQ and awarding body documentation relating to the exam cycle that has been updated
- signpost relevant centre staff to information that should be provided to candidates

Information gathering

The EO will:

- undertake 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
- collate all data into one central point of reference
- research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications
- produce an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; inform key centre staff of internal deadlines
- collect information on internal exams to enable preparation for and conduct of mock exams; these mock exams will take place in November, January and March

HoDs will:

- respond (or ensure Teaching staff respond)to requests from the EO on information gathering
- meet the internal deadline for return
- inform the EO of any changes to information in a timely manner
- familiarise themselves and their staff with the annual exams plan of internal deadlines

Access arrangements

Head of centre

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

The SENCo will:

- assess students to identify access arrangements requirements
- gather evidence of need to support access arrangements
- liaise with teaching staff to gather evidence of normal way of working
- gather signed data protection notices from candidates where required
- apply for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- keep relevant evidence on file for JCQ inspection purposes
- liaise with the EO regarding exam time arrangements for access arrangement candidates
- ensure staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular access arrangement(s) and keeps a record of the training provided to facilitators for the required period
- provide and annually review a centre policy for the use of word processors in exams and assessments

  Word processor policy (exams)

  The Word processor policy (exams) is available in the exams main folder and on the website. The statement Overtype here the location of the centre's policy and the statement which details the criteria the centre uses to award and allocate word processors for exams appears in the appendices for this policy.

  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 separate invigilation within the centre is detailed in the Access Arrangements policy.

  [See AA 5.16 plus centre-determined criteria]

Senior Leaders, Head of department, Teaching staff

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

Internal assessment and endorsements

Head of centre

- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications still being delivered which include elements of controlled assessment

Controlled assessment policy

The Controlled Assessment policy is available in the exams main folder or on the school website.

- Ensures a **non-examination assessment policy** is in place for new GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)

Non-examination assessment policy

. The Non-Examination Assessment policy is available in the exams main folder or on the school website. *"The centre agrees to… have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)"* [GR 5.8]

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

Senior leaders

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

Head of department

- Ensures teaching staff delivering legacy GCSE qualifications (which contain elements of controlled assessment) follow JCQ *Instructions for conducting controlled assessments* and the specification provided by the awarding body
- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and (which include elements of coursework) Entry Level or Project qualifications follow JCQ *Instructions for conducting coursework* and the specification provided by the awarding body
- Ensures teaching staff delivering new 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 (controlled assessments, coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Exams officer

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

Invigilation

Head of centre

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

Exams officer

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

- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Collects evaluation of training to inform future events

Entries

The term 'entries' is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

Estimated entries

The EO will:

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

HoDs will:

- provide information requested by the EO to the internal deadline
- inform the EO immediately of any subsequent changes to information

Final entries

The EO will:

- request final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- inform HoDs of subsequent deadlines for making changes to final entry information without charge
- confirm with HoDs final entry information that has been submitted to awarding bodies

HoDs will:

- 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 confirm information is correct

Entry fees

Late entries

The EO will:

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

HODs will:

- 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

Unauthorised Absence

- Candidates from the school will be charged the full current rate entry fee for any unauthorised exam absence without a valid medical certificate.

Re-sit entries

- The school will enter students for a resit exam at no cost to the student if recommended by the Head of Department
- If a candidate requests a resit against the school's advice, the candidate will be charged the full resit entry fee and to be refunded if the grade improves

Private candidates

- Private candidates will be expected to pay the entry fee at the current rate prior to them being officially entered

Transfer of credit

The EO will:

- provide information to relevant centre staff/candidates on transferring credit for GCE AS qualifications
- meet the awarding body deadline for requesting transfer of credit

Teaching staff will:

- identify affected candidates to the EO

Candidate statements of entry

The EO will:

- provide candidates with statements of entry for checking

Teaching staff will:

- ensure candidates check statements of entry and return any relevant confirmation required to the EO

Candidates (or parents/carers) will:

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

Pre-exams

Access arrangements

The SENCo will:

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

Briefing candidates

The EO will:

- issue individual exam timetable information to candidates
- issue relevant JCQ information for candidates
- where relevant, issue awarding body information to candidates
- issue centre exam information to candidates which will include information on:
    - exam clashes
    - arriving late for an exam
    - absence or illness during exams
    - equipment needed
    - wrist watches in the exam room
    - information about when results will be issued

Dispatch of exam scripts

The EO will

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

Estimated grades

HoDs will:

- ensure teaching staff provide estimated grade information to the EO to the internal deadline

The EO will:

- submit estimated grade information to awarding bodies to meet the external deadline
- keep a record to track what has been sent

Internal assessment and endorsements

Head of centre

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

SENCo

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

Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

Head of department

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

Exams officer

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated samples returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

- Authenticate their work as required by the awarding body

Invigilation

Exams officer

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

SENCo

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

Invigilators

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

JCQ inspection visit

Exams officer or **Senior leader**

- Will accompany the Inspector throughout the visit

"A senior member of staff or a member of the exams office must be available to accompany the Inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility."

Seating and identifying candidates in exam rooms

Exams officer

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

  Verifying candidate identity procedure

All candidates are lined up outside the exam room and identified against the exam register before they enter the exam room by a member of the senior leadership team. A candidate label with their picture is also placed on the exam desk for invigilators to identify the candidates. For private candidate, a photocopy of their passport must be displayed on their exam table.

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

Security of exam materials

The EO will:

- have a process in place to record confidential materials delivered to the centre and issued to authorised staff
- have in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements

Reception staff will:

- follow the process to record confidential materials delivered to the centre and issued to authorised staff

Teaching staff will:

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

Timetabling and rooming

The EO will:

- produce a centre exam timetable for each exam series
- identify and resolve candidate exam clashes
- identify exam rooms and specialist equipment requirements
- liaise with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements
- liaise with the SENCo regarding rooming of access arrangement candidates

The SENCo will:

- liaise with the EO regarding rooming of access arrangement candidates

Site staff will:

- liaise with the EO to ensure exam rooms are set up as per JCQ and awarding body requirements

Transferred candidate arrangements

The EO will:

- liaise with the host or entering centre as required
- process requests to the awarding body deadline
- where relevant (for an internal candidate) inform the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

The EO will:

- prepare for the conduct of internal exams under external conditions
- provide a centre exam timetable of subjects and rooms
- provide seating plans for exam rooms
- request internal exam papers from teaching staff
- arrange invigilation

The SENCo will:

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

Teaching staff will:

- provide exam papers and materials to the EO
- support the SENCo in making appropriate arrangements for access arrangement candidates

Exam time

Access arrangements

The EO will:

- provide cover sheets for access arrangement candidates' scripts where required for particular access arrangements
- have a process in place to deal with emergency access arrangements as they arise at the time of exams
    - apply for approval through Access arrangements online (AAO) where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

The process for dealing with candidate absence from exams is:

- Immediately after registration, any absent candidate will be contacted by telephone to assert the reason
- If the reason is medical, the candidate will be advised to obtain a medical certificate covering the absence period.
- If the candidate is able to attend within a reasonable time to sit the exam, this will be encouraged.

This is managed by:

- The EO

Invigilators will:

- ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidates will:

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

Candidate behaviour

The process for managing candidate behaviour in exam rooms is:

- ensuring all candidates are aware of the school expectations; these expectations are in line with the JCQ guidelines

This is managed by:

- the Exams Officer

SLT will:

- ensure that internal disciplinary procedures relating to behaviour are followed when appropriate

Candidate late arrival

The EO will:

- ensure that candidates who arrive very late for an exam are reported to the awarding body
- warn candidates that their work may not be accepted by the awarding body

The process for dealing with persistent late arrival for exams is:

- Furthering the second late arrival an urgent meeting will be held with the candidate and parent(s)/carer(s) with the outcome of a possible warning that future lateness may result in non-entry to future examination rooms and official withdrawal from that exam.

This is managed by:

- The EO

Conducting exams

The head of centre will:

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

The EO will:

- ensure exams are conducted as per JCQ and awarding body instructions

Dispatch of exam scripts
The EO will:

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

Exam papers and materials
The EO will:

- organise exam question papers and associated confidential resources in date order in secure storage
- attach erratum notices received to relevant exam question paper packets
- collate attendance registers and examiner details in date order
- regularly check mail or inbox for updates from awarding bodies

Exam rooms
Head of centre

- Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- Ensures only authorised centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Food and drink in exam rooms

There is no food allowed in the exam rooms and bottled water is allowed but all labels must be removed from the bottle.

Exams officer

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

Senior leaders

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

Emergency evacuation policy

The emergency evacuation policy is available in the exams main folder and on the school website. The procedures for emergency evacuation are displayed in all exam rooms. *"...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 18]

Site staff will:

- 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 will:

- conduct exams in every exam room as instructed in training/refresher and briefing sessions

Candidates will:

- be required to remain in the exam room for the full duration of the exam

Irregularities
The head of centre will:

- 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

The EO will:

- provide an incident log in all exam rooms for recording any incidents or irregularities
- action any required follow-up and reports to awarding bodies

Invigilators will:

- record any incidents or irregularities on the exam room incident log (e.g. late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

Special consideration
The EO will:

- process appropriate requests for special consideration
- gather evidence which may need to be provided by other staff in centre or candidates
- submit to awarding bodies to the external deadline

Candidates will:

- provide appropriate evidence to support special consideration requests, where required

Internal exams
The EO will:

- brief invigilators on conducting internal exams

Invigilators will:

- conduct internal exams as briefed by the EO

Results and post-results

Managing results day(s)
SLT will:

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

Site staff will:

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

Accessing results
The EO will:

- inform candidates in advance of when and how results will be released to them
- access results from awarding bodies under restricted release of results
- resolve any missing or incomplete results with awarding bodies
- provide provisional statements of results to candidates on publication of results
- provide summaries of results for relevant centre staff on publication of results

Post-results services
The EO will:

- provide information to candidates and staff on the services provided by awarding bodies and the fees charged
- publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- provide a process to record requests for services and collect candidate informed consent and fees where relevant
- submit requests to awarding bodies to meet the external deadline
- track requests to conclusion and inform candidates and relevant centre staff of outcomes
- update centre results information, where applicable

The head of centre will:

- ensure an internal appeals procedure is available where candidates disagree with the centre decision:
    - not to support an enquiry about results
    - not to appeal against the outcome of an enquiry about results
- ensure the procedure is available for JCQ inspection

Teaching staff will:

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

Candidates will:

- meet internal deadlines to request the services
- provide informed consent and fees, where relevant

Analysis of results
Following the publication of results, the Exams Officer will:

- provide analysis of results to appropriate centre staff
- provide results information to external organisations where required
- undertake the checking and submission of Secondary school and college performance tables information

Certificates
Certificates are provided to centres by awarding bodies after results have been confirmed. The process for issuing certificates to candidates is:

- The candidate will collect the certificates themselves or a representation with an authorised letter from the candidate
- The certificates will be signed for on the record script

Candidates may:

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

Unclaimed or uncollected certificates are retained for:

- 12 months

The issue and retention of certificates is managed by:

- The Exams Officer

Review

The EO will:

- provide 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

SLT will:

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

Archiving of exam records

The EO will:

- provide an exam archiving policy that identifies information held, retention period and method of disposal

Approved/reviewed by	
Bishop Douglass Governors 19.03.26	
Date of next review	09.09.26