



# Chiltern Way Academy

Turning Futures Around

## Exam Policy 2017-2018

**Responsibility for this policy (job title):** Examinations Officer

**Responsibility for its review:** Principal

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## **KEY STAFF INVOLVED IN THE EXAMS POLICY**

**Head of Centre** – Mr Ian McCaul

**Heads of Campus** - Mr Nick Hall (PC), Mr Gary Regan (WC)

**SENCO** - Ms Tabitha Rowe

**Exams Officer** – Ms Caroline Walsh

## **PURPOSE**

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

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

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

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

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

This policy will be communicated to all relevant centre Exam Responsibilities via email and is available upon request from the Exams Officer

## **ROLES AND RESPONSIBILITIES OVERVIEW**

### **The Principal as the Head of Centre**

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

[General regulations for approved centres](#) (GR)

[Instructions for conducting examinations](#) (ICE)

[Access Arrangements and Reasonable Adjustments](#) (AA)

[Suspected Malpractice in Examinations and Assessments](#) (SMEA)

[Instructions for conducting non-examination assessments](#) (NEA) (and the instructions for conducting controlled assessment and coursework)

- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- With the Exams Officer, ensures the National Centre Number Register Annual Update (administered on behalf of the member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
- Ensures the Exams Officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test...” [\[ICE 6\]](#)
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
  - the location of the centre’s secure storage unit is in an area solely assigned to examinations
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk

- that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff event of an emergency or staff absence)
- Ensures 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**

Chiltern Way Academy has in place an Exam Contingency Policy which is available from the Examinations Officer and published on the Academy's website. The exam contingency policy covers all aspects of examination administration and allows members of the senior leadership team to act immediately in the event of an emergency or staff absence. It reinforces procedures in the event of the centre being unavailable for examinations owing to an unforeseen

#### **INTERNAL APPEALS PROCEDURE**

The internal appeals procedure can be supplied on request by the Examinations Officer. This procedure relates to internal assessment decisions. Details of this procedure are communicated, made widely available and accessible to all candidates and their parents/carers. The procedure details the management of disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal

#### **COMPLAINTS AND APPEALS PROCEDURE**

This policy is available on the Academy's website and upon request. It draws to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

#### **DATA PROTECTION POLICY**

This policy is available on the Academy's website and upon request. Candidates are informed that any data collected will not be used by an awarding body other than for examination administration purposes, conducting examinations and assessments and the issuing of examination results and certificates.

## **DISABILITY POLICY – EXAMS**

This policy is available on the Academy's website and upon request from the Examinations Officer.

The head of centre/senior leadership team recognises its duties towards disabled candidates as defined under the terms of the Equality Act 2010; which include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. The Academy's written disability policy sets out how the centre complies with the Equality Act 2010 and fully supports disabled candidates.

The centre fully complies with its obligations in respect of identifying the need for, requesting and implementing access arrangements.

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) when one is required to assess candidates but that the assessment process is administered correctly.

- If applicable, ensures staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available.
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff.
- Ensures members of centre staff do not forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook.
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly.

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

### **Exams Officer**

Understands the contents of annually updated JCQ publications including:

- General regulations for approved centres
- Instructions for conducting examinations
- Suspected Malpractice in Examinations and Assessments

- Post-results services (PRS)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments

### **Senior Leaders (SLT)**

Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:

- General regulations for approved centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Suspected Malpractice in Examinations and Assessments
- Instructions for conducting non-examination assessments (and the instructions for conducting controlled assessment and coursework)

### **Special Educational Needs Co-ordinator (SENCO)**

Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

- Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

### **Head of Department (HOD)**

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

### **Teaching staff**

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

### **Invigilators**

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate

### **Reception staff**

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

### **Site staff**

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

### **Candidates**

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



## **THE EXAM CYCLE**

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

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

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

### **Planning: Roles and Responsibilities**

#### **Information sharing**

##### **Head of Centre**

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

##### **Exams Officer**

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

#### **Information gathering**

##### **Exams Officer**

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

### **Head of Department**

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

### **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

#### **SENCo**

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

### **Word Processor Policy - Exams**

This policy is available on the Academy's website and upon request from the Examinations Officer. The policy details the criteria Chiltern Way Academy uses to award and allocate word processors for examinations.

The 'normal way of working' for exam candidates, as directed by the head of centre, is that candidates handwrite their exams. An exception to this is where a candidate may have an approved access arrangement in place, for example the use of a scribe/speech recognition technology.

Awarding word processors:

There are also exceptions where a candidate may be awarded the use of a word processor in exams where he/she has a firmly established need, it reflects the candidate's normal way of working and by not being awarded a word processor would be at a substantial disadvantage to other candidates.

### **Separate invigilation within the Centre**

The SENCo ensures that the criteria for candidates allowed separate invigilation within the centre is clear, meets the requirements of JCQ access arrangements and best meets the needs of individual candidates and remaining candidates in main exam rooms.

Separate invigilation within the centre Criteria: ( as in JCQ AA) Cognition and Learning Needs. Communication and interaction Needs. Sensory and Physical Needs Candidates with Social, Mental and Emotional Needs All identified by SENCO and SLT.

### **Senior Leaders, Head of Department, Teaching Staff**

- Support the SENCo in identifying and implementing appropriate access arrangements.
- A statement and policy are available which detail 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

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**

This policy is available on the Academy's website and upon request from the Examinations Officer

#### **NON-EXAMINATION ASSESSMENT POLICY**

This policy is available on the Academy's website and upon request from the Examinations Officer

- 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
- 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 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: Roles and responsibilities**

### **Estimated entries**

#### **Exams Officer**

- Requests estimated or early entry information, where this may be required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- Exams Officer sends an email to the relevant subject teachers requesting the information and a deadline set for return. The Exams Officer returns estimated entries via online submission.

#### **Head of Department**

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

### **Final entries**

#### **Exams Officer**

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

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

- Exams Officer sets up mark sheets for entry and requests final entry information from subject teachers
- SLT/HoD check to confirm information is correct
- Exams Officer prints off mark sheets and sends to Subject Leaders with instructions for them to confirm accuracy
- Exams Officer returns entries via ED

## **Head of Department**

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

## **Entry fees**

The Exams budget is managed by the Exams Officer working with the SLT. The Exams Officer is a member of the 'Exams Office' and is able to access CPD through this organisation. The Exams Officer is also a member of a local network group.

This training enables the Exams Officer to organise the examinations process in a more efficient way:

- Ensuring exam submissions are timely and accurate is a key principle of an effective budget
- Ensuring examination equipment is stored and well maintained
- Ensuring access arrangements are planned efficiently and are cost effective.

## **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

### **Head of Department**

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

### **Re-sit entries**

Resit decisions are made in consultation with candidates, subject leaders, Exams Officer and head of Centre.

## **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

## **Pre-exams: Roles and responsibilities**

### **Access arrangements**

#### **SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)

### **Briefing candidates**

#### **Exams Officer**

- Issues individual exam timetable information to candidates
- Prior to exams issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - wrist watches in exam rooms
  - when and how results will be issued and the staff that will be available
- the post-results services and how the centre deals with requests from candidates
- when and how certificates will be issued
- the post-results services and how the centre will "... deal with candidates' access to scripts, enquiries about results and appeals to the awarding bodies..."

## **Access to scripts, enquiries about results and appeals procedures**

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

## **Dispatch of exam scripts**

### **Exams Officer**

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

### **Estimated grades**

Head of department ensures teaching staff provide estimated grade information to the EO by the internal deadline (where this still may be required by the awarding body)

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

## **Internal assessment and endorsements**

### **Head of Centre**

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

### **SENCo**

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

### **Teaching Staff**

- Support the 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

## **INSPECTION VISIT – JCQ / CAMBRIDGE INTERNATIONAL EDUCATION**

Exams Officer or Senior leader will accompany the Inspector throughout the 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:

Senior members of centre staff who have been authorised by the Head of Centre may be present at the start of the examination to assist with the identification of candidates. A seating plan and attendance register is inside the examinations room. ID cards with name and candidate number are placed on individual candidates' desk.

#### **Invigilators**

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

### **Security of exam materials**

#### **Exams Officer**

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements

#### **Reception Staff**

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

#### **Teaching Staff**

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

## **Timetabling and rooming**

### **Exams Officer**

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

### **SENCo**

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

### **Site Staff**

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

## **Alternative site arrangements**

### **Exams Officer**

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

## **Transferred candidate arrangements**

### **Exams Officer**

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

## **INTERNAL EXAMS**

### **Exams Officer**

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

### **SENCo**

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

### **Teaching staff**

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

## **EXAM TIME ROLES AND RESPONSIBILITIES**

### **Access arrangements**

#### **Exams Officer**

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

### **Candidate absence**

#### **Candidate absence policy**

Absentees receive a phone call home by the Home School Liaison or Exams Officer, usually within ten minutes of the start of the exam. If an absent candidate arrives within the first hour of the exam start time, they will then be given the full time to complete their exam.

#### **Invigilators**

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

## **Candidates**

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

## **Candidate behaviour**

### **Irregularities**

The head of centre will ensure any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required

SLT will 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

The EO will provide an exam room incident log in all exam rooms for recording any incidents or irregularities; action any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

Invigilators will record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

## **Candidate belongings**

On entry to the examination room, candidates hand their belongings to the EO or an invigilator. Only permitted items are allowed to be taken to the exams desk. Candidates are reminded at the start of the exam, that JCQ unauthorised items are not to be brought into the examination room and a final opportunity to hand them in is given.

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

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

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

## **Candidate late arrival**

### **Exams Officer**

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

## Invigilators

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

## Candidate late arrival policy

If a candidate arrives late, they are allowed to sit the exam and given the full time allowed. *Late Arrival* is a candidate who arrives before 10am or 2.30pm (2pm for Cambridge International) for a morning or afternoon exam. A note of their arrival should be made on the Exam Room Incident Log, but no other paperwork needs to be filled out. If a candidate arrives after 10am or 2.30pm (2pm for Cambridge International) for a morning or afternoon exam they are classed as *very late* and the exam board needs to be informed. They can sit the exam and given the full time allowed but must be told that the exam board may not accept their script. Ensure that their actual start & finish times are recorded on the Exam Room Incident Log.

## 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

## Dispatch of exam scripts

### Exams Officer

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

## Exam papers and materials

### Exams Officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details

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

## **Exam rooms**

### **Head of Centre**

- Ensures that 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

Only water in a clear, unlabelled bottle and biscuits provided by the centre are permitted in the exam room.

### **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 Procedure

### Emergency evacuation procedure

- Tell the candidates to STOP WRITING
- Tell the candidates to LISTEN IN SILENCE to instructions
- Leave question papers and/or answer booklets on desks
- Note time on the Exam Incident Log
- Take the Seating Plan with you to ensure you have all students
- Escort candidates IN SILENCE to EVACUATION ASSEMBLY POINT
  - **MUGGA AT PRESTWOOD**
  - **By the Exit/Pedestrian Gate at WENDOVER**
- Stay with candidates maintaining supervision, they must not talk to anyone or have access to mobile phones.
- When 'all clear' escort candidates back to examination room
- Note time of restart on the Exam Incident Log
- Report incident to Examinations Officer

### 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 as instructed in training/update events and briefing sessions

### Candidates

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

### Special consideration

#### Exams Officer

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

#### Candidates

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



## **RESULTS AND POST-RESULTS: ROLES AND RESPONSIBILITIES**

### **Internal assessment**

#### **Head of Department**

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

### **Managing results day(s)**

#### **Senior leaders**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

#### **Exams Officer**

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place
- Inform candidates in advance of when and how results will be released to them
- Access results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolve any missing or incomplete results with awarding bodies
- Issue statements of results to candidates on publication of results
- Provide summaries of results for relevant centre staff on publication of results

*Candidates are made aware of the arrangements for Enquiries about Results and post-results services and accessibility of SLT immediately following the publication of results before they sit any examination(s).*

#### **Site staff**

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

## **POST RESULTS SERVICES**

#### **Head of Centre**

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

### **Exams Officer**

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

### **Teaching staff**

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

### **Candidates**

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

### **Analysis of results**

#### **Exams Officer**

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the secondary school and college performance tables September checking exercise

### **Certificates**

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

The Exams Officer manages the issuing of certificates. The Exams Officer checks and collates the individual candidate's certificates and then posts them registered post. Each envelope is stamped with school name and address for Royal Mail to return if necessary.

#### **Retention of certificates policy**

The Exams Officer manages the retention of unclaimed or uncollected certificates. The certificates are stored in the secure exams cupboard until the candidate collects them.

## **Review: roles and responsibilities**

### **Exams Officer**

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

### **Senior leaders**

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

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

### **Exams Officer**

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

### **Exams archiving**

All examination materials are stored in the secure examinations cupboard.