



Dubai English Speaking College

Examinations Policy

2023-24

Author:	JRO	Review Date:	October 2023
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Approved by:	CVI		

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Purpose of the policy

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

This exam policy will ensure that:

- all aspects of the centre's exam process is documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to.
- the staff body is well informed and supported.
- all centre staff involved in the exams process clearly understand their roles and responsibilities.
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance, and instructions, thus always maintaining the integrity and security of the exam/assessment system.
- exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions, and guidance. This policy will be communicated to all relevant centre staff, and it is the responsibility of everyone involved to in the centre's exam processes to read, understand, and implement this policy.

Roles and responsibilities overview

- **The head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments.
- **The examinations officer** is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.
- **The head of centre may not appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles.
- 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.

Head of centre responsibilities

- The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.** Failure to do so may constitute malpractice as defined in the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2023 to 31 August 2025*:

<https://www.jcq.org.uk/exams-office/malpractice> (ICE Introduction)

Head of centre

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General Regulations for Approved Centres \(GR\)](#)
 - [Instructions for conducting examinations \(ICE\)](#)
 - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
 - [Suspected Malpractice - Policies and Procedures \(SM\)](#)
 - [Instructions for conducting non-examination assessments \(NEA\)](#) (and the instructions for conducting coursework)
 - [A guide to the special consideration process \(SC\)](#)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments.

- 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 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.
- 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 the same penalties as listed in the previous bullet point.
- 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.
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials.
- Ensures members of centre staff do not forward 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.
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel.

Recruitment, selection, and training of staff

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications.
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components.
- Enables the relevant senior leader(s), the examinations officer (EO) and the Head of Inclusion to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ regulations.
- Appoints a Head of Inclusion who will determine appropriate arrangements for candidates with learning difficulties and disabilities.
- Ensures that the Head of inclusion has sufficient time to both manage the access arrangements process within the centre and familiarise him/herself with the JCQ publication *Access Arrangements and Reasonable Adjustments*
- Ensures that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system.

Internal governance arrangements

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

ESCALATION PROCESS

First-Level Escalation

- The first-level escalation will involve the Senior Deputy Head, if available, who will assume the responsibilities of the HoC in the absence of both the HoC and the designated Deputy or Alternate. b. If neither the HoC nor the designated Deputy or Alternate is available, the

Deputy Head of Centre (if applicable) will be responsible for decision-making and management of examinations.

Second-Level Escalation

- If both the HoC and the Deputy Head of Centre are unavailable, the responsibility for examination management will be assumed by the next most senior member of the senior leadership team, such as a Headteacher.
- The second-level escalation should only be activated if all previous levels of escalation are unavailable.
- Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the exams officer.
- Makes sure that a teacher, a tutor, or a senior member of centre staff who teaches the subject being examined, is not an invigilator during the examination.

Delivery of qualifications

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

Public liability

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

Security of assessment materials

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - the location of the centre's secure storage facility in a secure room which must only be used for the purpose of administering secure examination materials.
 - the secure room only contains exam-related material.
 - there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility.
 - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff approved by the head of centre are accompanied by a keyholder at all times.
 - appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff.
 - appropriate arrangements are in place for handling secure electronic materials.
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk.
 - that when it is permitted to remove question paper packets from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened.
 - (If it is ever subsequently identified following this check that the wrong question paper packet has been opened, it will be resealed, and the incident reported to the relevant awarding body's Malpractice Investigation Team immediately)

- Plans to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication *Instructions for conducting examinations*.
- Plans to receive and issue material received from the awarding bodies to staff and candidates and notify them of any advice and instructions relevant to the examinations and assessments.
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies.

Malpractice

- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place.
- Ensures any person involved in administering, teaching, or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator, or professional bodies in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures*
- Ensures irregularities are investigated and informs the awarding bodies 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 JCQ publication *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require.

Policies/procedures

EXAM CONTINGENCY PLAN

Key objectives

- Maintain the security and integrity of exam materials
- Ensure the continuity of the examination process
- Minimize disruption to students
- Comply with regulatory and legal requirements

Decision Making

- The decision to activate this contingency plan will be made by the relevant examination board, in consultation with the Head of Centre, SLT and the exams officer

Security Measures

- Exam materials will be securely stored to prevent unauthorized access or tampering during a disruption.

Compliance

- All actions taken under this contingency plan will comply with relevant legal and regulatory requirements, including data protection laws and examination board guidelines.

LOCKDOWN POLICY (EXAMS)

Policy is available on request.

Non - Examination Policy

Policy is available on request.

Internal Appeals Procedures

Policy is available on request.

EQUALITIES POLICY

Policy is available on request.

COMPLAINTS AND APPEALS PROCEDURE (EXAMS)

Policy is available on request.

CHILD PROTECTION/SAFEGUARDING POLICY (EXAMS)

Policy is available on request.

DATA PROTECTION POLICY (EXAMS)

Policy is available on request.

WHISTLEBLOWING POLICY (EXAMS)

If the individual does not feel safe raising the issue/reporting malpractice within the centre, or they have done so and are concerned that no action has been taken, that individual could consider making their disclosure to a malpractice expert at the awarding body for the qualification where malpractice is suspected.

For members of centre staff, it is likely that the Public Interest Disclosure Act (PIDA) offers you legal protection from being dismissed or penalised for raising certain serious concerns ('blowing the whistle'). Whistleblowing rights under PIDA are day one rights. This means that the worker does not need the same two years' service that is needed for other employment rights.

In order to investigate concerns effectively, the awarding body should be provided with as much information as possible/is relevant, which may include:

- The qualifications and subjects involved.
- The centre involved.
- The names of staff/candidates involved.
- The regulations breached/specific nature of suspected malpractice.
- When and where the suspected malpractice occurred
- Whether multiple examination series are affected
- If the issue has been reported to the centre and what the outcome was
- How the issue became apparent

Members of the public are not protected by PIDA, but the awarding body will make every effort to protect their identity if that is what they wish, unless the awarding body is legally obliged to release it.

Alternatively, a worker could consider making a disclosure to Ofqual as a prescribed body for whistleblowing to raise a concern about wrongdoing, risk, or malpractice.

Anonymity

In some circumstances, the whistle-blower might find it difficult to raise concerns with the nominated member of the senior leadership team. If a concern is raised anonymously, the issue may not be able to be taken further if insufficient information has been provided. In such instances, and if appropriate, the allegation may be disclosed to a union representative, who could then be required to report the concern without disclosing its source. Alternatively, whistle-blowers or others with concerns about potential malpractice can report the matter direct to Ofqual, who is identified as a 'prescribed body'. Awarding organisations are not prescribed bodies under whistleblowing legislation; however, awarding organisation investigation teams do give those reporting concerns the opportunity for anonymity.

A whistle-blower can give his/her name but may also request confidentiality; the person receiving the information should make every effort to protect the identity of the whistle-blower.

Students

Students at DESC are made to feel comfortable discussing/reporting malpractice issues of which they are aware. The regulations surrounding their assessments, and wider academic integrity, will be reiterated to students who are undertaking, or who are about to undertake, their courses of study.

ACCESS ARRANGEMENTS POLICY
Policy is available on request.

CONFLICTS OF INTEREST POLICY

- Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where:
 - a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (noting that being entered by the centre must be as a last resort where unable to find an alternative centre)
 - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a close relationship to the candidate.
- Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where:
 - a member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre.
 - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (noting that being entered by the centre must be as a last resort where unable to find an alternative centre)
 - a member of centre staff is taking a qualification at another centre.

USE OF MOBILE PHONES FOR DIABETICS POLICY

This policy is established to ensure fair and equitable access to mobile phones for diabetic students during exams. It is designed to accommodate the medical needs of these students while maintaining the integrity and security of the examination process.

Policy Objectives

- To provide reasonable accommodations for diabetic students to manage their medical condition during exams.
- To prevent potential health risks to diabetic students during exam situations.
- To maintain the integrity and security of the examination process.
- To establish clear guidelines for the use of mobile phones by diabetic students during exams.

Policy Guidelines

Eligibility

- This policy applies to students who have been officially diagnosed with diabetes and have registered this condition with the school's medical department.
- Eligible students must request accommodation to use a mobile phone during exams through the appropriate school channels.

Medical Documentation

- Diabetic students requesting mobile phone access during exams must provide medical documentation from a qualified healthcare provider confirming their diagnosis and the necessity of mobile phone access for managing their condition.
- The documentation should outline specific needs, such as the need for monitoring blood glucose levels or administering insulin.

Request Process

- Diabetic students must submit a request for mobile phone access during exams in advance, preferably at the beginning of the academic term or as soon as the need arises.
- The request should be submitted to the Exams Officer by the Medical Department.

Review and Approval

- The Exams Officer will review the request, along with the provided medical documentation.
- If the request is deemed valid, reasonable, and in accordance with the medical documentation, the request will be approved.
- The approval should specify the conditions and limitations of mobile phone use during exams.

Examination Process

Diabetic students granted mobile phone access during exams must comply with the following guidelines:

- Mobile phones must be placed on silent mode to avoid disturbing other students.
- Mobile phones must be stored outside the examination room as per exam requirements
- Mobile phone usage is restricted solely to managing the student's diabetes, such as checking blood glucose levels or administering insulin.
- Students are not allowed to access any unauthorised materials or communicate during the exam.
- Mobile phone usage will be closely monitored by exam department staff or invigilators to ensure compliance with the approved accommodation.

Communication

- Faculty and exam invigilators should be informed about the approved accommodations for diabetic students to prevent misunderstandings or conflicts during exams.

Violation Consequences

- Any violation of this policy, including unauthorised use of a mobile phone during exams, may result in disciplinary action in accordance with the school's Exam protocols and JCQ regulations.

Policy Review

- This policy will be reviewed annually to ensure its effectiveness and compliance.

Questions and Concerns

- Students, faculty, and staff with questions or concerns related to this policy should contact the Exams Officer and Medical Department.

Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body, or a regulatory authority when subject to an inspection, an investigation, or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical.
- Allows all venues used for examinations and assessments, paperwork, and secure storage facilities to be open to inspection.
- Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and **must** be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility.

Exams officer

- Understands the contents of annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-Results Services \(PRS\)](#)
 - [A guide to the special consideration process](#)

- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year.
 - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
 - Informs the National Centre Number Register Team **immediately** (e-mail address - ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place.
 - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility.
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status.
- 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 content of training provided to invigilators for the required period.
- Works with the Head of Inclusion to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room.
- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series.
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials.

Senior leaders

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

Head of Inclusion

- Understands the contents, refers to and directs relevant centre staff to the 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 ensures the correct procedures are followed.

- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification.

Teaching staff

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

Invigilators

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

Reception staff

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

Site staff

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

Candidates

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

The exam cycle

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

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

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

Planning: roles and responsibilities

INFORMATION SHARING

Head of centre

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

Exams officer

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that have 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.
- Research awarding body guidance to identify administrative processes, key tasks, key dates, and deadlines for all relevant qualifications.
- Produces 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 (insert the titles these internal exams 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.

ACCESS ARRANGEMENTS

Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments.
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
- Ensures the Head of Inclusion is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

Head of Inclusion

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements.
- Gathers **evidence** to support the need for access arrangements for a candidate.
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate.
- Determines candidate eligibility for arrangements or adjustments that are centre delegated.
- Gathers signed **Personal data consent** forms from candidates where required and ensures **Data protection confirmation(s)** by the examinations officer or Head of Inclusion are completed.
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO.
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates.

- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period.
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room.
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations.

WORD PROCESSOR POLICY (EXAMS)

Included in the Access Arrangement policy, available on request.

- 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.

Senior leaders, Teaching staff

- Support the Head of Inclusion in determining and implementing appropriate access arrangements/reasonable adjustments.
- Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.

INVIGILATION

Head of centre

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

Exams officer

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year.
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them.
- Provides training for new invigilators on the current instructions for conducting examinations and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam.
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible.
- Collects evaluation of training to inform future events.

Entries: roles and responsibilities

ESTIMATED ENTRIES

Exams officer

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

ESTIMATED ENTRIES COLLECTION AND SUBMISSION PROCEDURE.

- Makes candidates aware of the **JCQ Information for candidates - Privacy Notice** at the start of a course leading to a vocational qualification or when entries are submitted to awarding bodies for processing for general qualifications.

Senior leaders

- Provide entry information requested by the EO to the internal deadline.
- Inform the EO immediately of any subsequent changes to entry information.

FINAL ENTRIES

Exams officer

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

ENTRY FEES

- All GCSE, iGCSE, BTEC, AS and A level exam entry fees are to be paid by the candidates.

- Late entry or amendment fees are paid by the candidates. If a late change is due to a departmental error or decision, the department will bear the cost.
- Refunds will not be issued for withdrawal from examinations after entry deadlines. Candidates or departments will not be charged for changes of tier or withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.
- The exam fee policy will be communicated in writing annually via the Exam Fees Letter distributed to candidates and parents/carers prior to the first examination series. The policy is also outlined in the Exams Guide Booklet distributed at the start of the GCSE courses and posted on the website.
- Re-sit fees are paid by the candidates.
- Candidates must pay the fee for an enquiry about a result. Candidates are advised that marks can go down as well as up and must sign a consent form acknowledging that they understand the policy.

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.

PRIVATE CANDIDATES

- The Centre accepts external entries from former DESC students only.

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 exams officer.

Candidates

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

Pre-exams: roles and responsibilities

ACCESS ARRANGEMENTS AND REASONABLE ADJUSTMENTS

Head of Inclusion

- 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 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 access arrangement)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor.

BRIEFING CANDIDATES

Exams officer

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency day(s) awarding bodies may identify in the event of national or significant local disruption to exams.
- Prior to exams issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
 - exam 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.

ACCESS TO SCRIPTS, REVIEWS OF RESULTS AND APPEALS PROCEDURES

Exams Officer

- All information will be published on the centre website under the "Examinations tab" once confirmed from the exam bodies.

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.

ESTIMATED GRADES

Senior leaders

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

Exams officer

- Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body)

- Keeps a record to track what has been sent.

INTERNAL ASSESSMENT AND ENDORSEMENTS

Head of centre

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

Head of Inclusion

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

Teaching staff

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

Senior leaders

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

Exams officer

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

Candidates

- Authenticate their work as required by the awarding body.

INVIGILATION

Exams officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates experienced invigilators on an annual basis of any regulation changes and any changes to centre-specific processes.
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, reader, or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, 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 Head of inclusion regarding the facilitation and invigilation of access arrangement candidates.

Head of Inclusion

- 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 CENTRE INSPECTIONS

Exams officer or Senior leader

- Will accompany the Inspector throughout a visit.

Head of Inclusion or relevant Senior leader (in the absence of the Head of Inclusion)

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise.
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS.

Exams officer

- Ensures a procedure is in place to verify the identity of all candidates.

CANDIDATE IDENTIFICATION PROCEDURE

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

Invigilators

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

SECURITY OF EXAM MATERIALS

Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre.
- Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility.
- Has a process in place to demonstrate the receipt, secure movement, and secure storage of confidential exam materials within the centre

- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order.
- 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 is maintained during the downloading, printing, and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

Reception staff

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

Teaching staff

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

TIMETABLING AND ROOMING

Exams officer

- Produces a master centre exam timetable for each exam series.
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)

OVERNIGHT SUPERVISION ARRANGEMENTS POLICY

When candidates are entered for multiple examinations (three or more examinations) timetabled for the same day and the total duration for those papers is:

- more than six hours for GCE examinations (AS, A2, A-level), including approved extra time allowances and/or supervised rest breaks, or
- more than five and a half hours for GCSE examinations, including approved extra time allowances and/or supervised rest breaks candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays
- These arrangements do not apply where a GCSE candidate has five and a half hours or less of examinations in one day or where a GCE AS or A-level candidate has six hours or less of examinations in one day.
- Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted.
- The head of centre must be satisfied with any arrangement for overnight supervision of a candidate where necessary and must accept full responsibility for the security of the examination throughout
- Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable.

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

Roles & Responsibilities

The Head of Centre

- Ensure where a candidate takes an examination the following morning, a member of centre staff or an invigilator is appointed to supervise the candidate at all times while the candidate is on the premises sitting examinations.
- Be satisfied that the arrangements maintain the integrity and security of the examination.
- Inform the relevant awarding body immediately of any known or suspected contravention of the arrangements for overnight supervision of a candidate.

Exams Officer

- Discuss with an affected candidate all possible options to resolve, within the same day, their timetable clash of multiple examinations, only applying overnight supervision arrangements as a last resort and once all other options have been exhausted.
- Re-arrange any examination that cannot be taken in the scheduled afternoon session for the following morning, ensuring if an examination is deferred from Friday afternoon, it is re-arranged for Saturday morning.
- Ensure the **JCQ Overnight Supervision and Overnight Supervision Declaration** forms are completed before the overnight supervision is to commence.
- Confirm the supervision of a candidate on journeys to and from the centre and overnight may be undertaken by the candidate's parent/carer or centre staff, determining a method of supervision which ensures the candidate's well-being.
- Download the **JCQ Overnight Supervision Declaration** form for signing by the candidate, the supervisor, and the head of centre.
- Inform the parties involved that any infringement of the conditions governing overnight supervision arrangements may lead to the awarding body being unable to accept the script and/or the application of sanctions/penalties, as detailed in the JCQ publication **Suspected Malpractice: Policies and Procedures**
- Keep all completed forms available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later, and not send to an awarding body, unless specifically requested.
- Ensure where a candidate takes an examination the following morning, the candidate is under centre supervision from 30 minutes after the awarding body's published starting time for the delayed examination and ensure there is no contact with other candidates.
- If a candidate is allowed to take an examination on a later day than other candidates at the centre, ensure all copies of the question paper used on the earlier day are sealed in an envelope and returned to the centre's secure storage facility until all candidates at the centre have taken that examination.
- 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 Head of Inclusion regarding rooming of access arrangement candidates.

Head of Inclusion

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

Site staff

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

ALTERNATIVE SITE ARRANGEMENTS

Exams officer

- (Where/if applicable to the centre) Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met.
- Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site arrangement notification 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.

CENTRE CONSORTIUM ARRANGEMENTS

Exams officer

- (Where/if applicable to the centre) Processes applications for Centre Consortium arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

Senior leaders

- (Where/if applicable to the centre) Inform the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator.

TRANSFERRED CANDIDATE ARRANGEMENTS

Exams officer

- (Where/if applicable to the centre) 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

INTERNAL EXAMS

Exams Assistant

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

Head of Inclusion

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

Teaching staff

- Provide exam papers and materials to the exams assistant.
- Support the Head of Inclusion 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/temporary 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

- If students experience difficulties during the examination series (e.g., illness, injury) they should inform the exams officer at the earliest possible point so she can help or advise them. If you need to contact the exams officer on the day of the exam, and it is outside of normal school hours, please call the *mobile number* listed on the front cover.
- Only in 'exceptional circumstances' are candidates allowed special consideration for absence from any part of an examination. It is essential that medical or other appropriate evidence is obtained on the day by the candidate/parent and given to the exams officer without delay in all cases where an application is to be made for special consideration.
- Candidates who decide to withdraw from an exam **must** inform the exams officer at the earliest possible point.
- Parents and candidates are reminded that no refund will be issued should a candidate withdraw or fail to attend an examination. Failure to pay exam fees will result in non-entry for examinations.
- Please note that misreading the timetable will not be accepted as a satisfactory explanation of absence.

Invigilators

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

Candidates

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

CANDIDATE BEHAVIOUR
See *Irregularities* below.

CANDIDATE BELONGINGS
See *Unauthorised items* below.

CANDIDATE LATE ARRIVAL

Exams officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room 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.

CANDIDATE LATE ARRIVAL POLICY

- A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination.
- A candidate who arrives late, and is permitted to sit the examination, will be allowed the full time for the examination.
- A candidate who arrives within one hour of the awarding body's published starting time for an examination which lasts an hour or more, i.e., a candidate arriving up to 10.00am for a morning examination or up to 2.30pm for an afternoon examination **will** be permitted by the centre to sit the examination.
- A candidate who arrives after 10.00am for a morning examination will be considered very late and **will** be permitted by the centre to sit the examination.
- A candidate who arrives after 2.30pm for an afternoon examination will be considered very late and **will** be permitted by the centre to sit the examination.
- A candidate who arrives after the awarding body's published finishing time for an examination that lasts less than one hour will be considered very late and **will** be permitted by the centre to sit the examination.
- A candidate who arrives very late will be warned that the awarding body may not accept their script.
- A candidate who arrives in the afternoon for a paper that had been re-arranged for a morning session, may be allowed to take the paper at the published time as long as the candidate has not had any contact with candidates who sat the paper earlier. The awarding body will be informed of the situation and will decide whether or not to accept the script.
- In all cases the centre will submit a declaration for the very late arrival of a candidate for examinations, in accordance with the current JCQ publication **Instructions for conducting examinations**.

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 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 additional/second check is recorded.
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam?

EXAM ROOMS

Head of centre

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

FOOD AND DRINK POLICY (EXAMS)

- No food or drink is allowed in the examination rooms apart from water in a clear bottle. All labelling on bottles must be removed.
- Approved food brought in for medical conditions e.g., Diabetes must be kept in a clear plastic bag and shown to the invigilator.

LEAVING THE EXAMINATION ROOM POLICY

- For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e., one hour after the awarding body's published starting time for that examination.
- For examinations that last less than one hour, candidates must be supervised, and question papers must be kept in secure storage until the published finishing time of the examination.
- Candidates who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff. This must not be the candidate's subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.
- Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room. Those candidates must not be allowed back into the room.

- At the end of the examination, candidates must hand in their script, question paper and any other material before they leave the examination room.
- Ensure a candidate who may be allowed to leave the examination room temporarily is accompanied by a member of centre staff who is not the candidate's subject teacher or a subject expert for the examination in question.
- Record instances on the exam room incident log of candidates who may be allowed to leave the examination room temporarily because they may be feeling unwell or require a toilet break.
- Ensure candidates who have finished the examination and have been allowed to leave the examination room early hand in their script, question paper and any other material before they leave the examination room. Ensure those candidates are not allowed back into the room.
- At the end of the examination, ensure candidates hand in their script, question paper and any other material before they leave the examination 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 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.

Emergency Evacuation Policy (Exams)

- Policy is available on request.

Site staff

- Ensure exam rooms are available and set up as requested by the exams officer.
- 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.

IRREGULARITIES

Head of centre

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

MANAGING BEHAVIOUR POLICY (EXAMS)

- Policy is available on request.

MALPRACTICE POLICY (EXAMS)

An examination malpractice policy is a set of rules, guidelines, and procedures established by educational institutions, examination boards, or government bodies to prevent and address cheating, fraud, or any form of dishonesty during examinations. Such policies are designed to maintain the integrity and fairness of the examination process, ensuring that all students are assessed based on their knowledge and abilities rather than through dishonest means. Below are some key components typically included in an examination malpractice policy:

Definitions

- Clearly define what constitutes examination malpractice. This can include actions such as plagiarism, cheating, impersonation, using unauthorized materials or devices, communicating with others during the exam, or any other behavior that undermines the integrity of the examination process.

Code of Conduct

- Establish a code of conduct that all students must adhere to during examinations. This code should outline expected behaviors, including prohibitions against cheating, collusion, and any form of dishonesty.

Examination rules

- Clearly communicate the rules and regulations for each specific examination. This may include instructions on the use of electronic devices, calculators, reference materials, and any other relevant guidelines.

Consequences

- Specify the consequences for engaging in examination malpractice. Penalties may range from receiving a failing grade for the exam or course to academic probation, suspension, or expulsion, depending on the severity of the offense.

Reporting Procedures

- Outline the process for reporting suspected examination malpractice. This should include information on how students, instructors, or exam proctors can report incidents and any protections for whistleblowers.

Investigation Process

- Describe the procedures for investigating reported cases of examination malpractice. This may involve interviews, gathering evidence, and conducting a fair and impartial review of the allegations.

Appeals Process

- Detail the steps a student can take if they wish to appeal a decision related to examination malpractice, ensuring transparency and fairness in the appeals process.

Prevention Measures

- Discuss preventive measures, such as securing examination papers, using proctors, and employing anti-cheating technologies if applicable.

Awareness and Education

- Implement educational programs to raise awareness among students about the importance of academic integrity and the consequences of examination malpractice.

Review and Updates

- Periodically review and update the policy to adapt to changing circumstances, technologies, and educational practices.

Confidentiality

- Ensure that all information related to examination malpractice investigations is handled confidentially to protect the privacy and reputation of individuals involved.

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)

MALPRACTICE

See *Irregularities* above.

SPECIAL CONSIDERATION

Senior leaders

- Provide signed evidence to support eligible applications for special consideration

Exams officer

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

Candidates

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

UNAUTHORISED ITEMS

ARRANGEMENTS FOR UNAUTHORISED ITEMS TAKEN INTO THE EXAM ROOM

- Examination regulations are very strict regarding items that may be taken into the examination room. If you break these rules, you will be disqualified from the examination.
- Mobile phones, Watches, Air Pods, Notes, Money are prohibited items in the exam room.
- All personal items must be placed in the provided cubby outside the exam room.
- Mobile telephones **MUST BE SWITCHED OFF (NOT PUT ON SILENT) AND TURNED IN TO AN INVIGILATOR UPON ENTRANCE TO THE EXAMINATION ROOM.** If a mobile phone (or any other type of electronic communication or storage device) is found in your possession during an examination (even if it is turned off) it will be taken from you and a report made to the appropriate awarding body without exception.

Invigilators

- Are informed of the arrangements through training

INTERNAL EXAMS

Exams officer

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

Invigilators

- Conduct internal exams as briefed by the EO

Results and post-results: roles and responsibilities

INTERNAL ASSESSMENT

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

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

RESULTS DAY PROGRAMME

Results

- Candidates will access their examination results online via iSAMS on results day
- Candidates can request hard copies of results or request their results to be sent electronically to a third party provided they supply the relevant email addresses in advance
- Members of SLT and Sixth Form staff will be onsite on results day to address any queries/issues
- The provision of staff on results days is the responsibility of the Head of Centre

- Heads of Department are responsible for accessing the results for their department electronically via either iSAMS and/or Go4Schools or the relevant awarding body's website
- SLT are responsible for the overall analysis of results as well as the dissemination of results statistics to staff, internally, and to the public via the school website.

EAR'S

- EARs may be requested by centre staff if there are reasonable grounds for believing there has been an error in marking. In such a case, the school will cover the cost of the EAR
- Candidates may request EARs if they believe there have been errors in marking and will be charged an EAR fee. Payments will be collected prior to initiating the enquiry

ATS (ACCESS TO SCRIPTS)

- After the release of A-level results, candidates may request a priority copy of the script to determine whether to pursue a review of marking. GCSE can only request original scripts and, hence, reviews of marking cannot be applied for once a script has been returned
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained, but the cost is borne by the school

Site staff

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

ACCESSING RESULTS

Head of centre

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

Exams officer

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

POST-RESULTS SERVICES

Head of centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its components/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

ANALYSIS OF RESULTS

(SLT & Data Department)

- 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)
<https://tableschecking.education.gov.uk>

CERTIFICATES

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

CERTIFICATE ISSUE PROCEDURE AND RETENTION POLICY

- Certificates are collected in person by the candidate or by a third party provided they have been authorised to do so. The collector must sign for the certificates.
- Candidates who require certificates to be couriered to a home address must inform the Exams Officer in writing and provide payment upon submission of the request. Lost certificates are the responsibility of the candidate.
- The Centre retains certificates for one year as notified by Awarding Bodies
- Should a candidate misplace a certificate, a transcript of results (Certifying Statement of Results) may be requested by the candidate directly from the relevant awarding body, the cost to be borne by the candidate.

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

Appendices

Include any documentation or information here that you have referred to in the policy that has been provided as an appendix. Number each appendix and start each one on a new page. If no appendices are provided - delete this page. (**Remember** adding or deleting headings from the policy template affects the table of contents which will need updating)