

Exams Policy

This policy is regularly reviewed to ensure compliance with current regulations

Approved/reviewed by	
Head of Centre	
Date of next review	March 2023

Key staff involved in the exams policy

Role	Name(s)
Head of Centre	J Silverthorne
Exams Officer line manager (Senior Leader)	P Starr
Exams Officer	S Thomson
SENDCo	J Bates
SLT member(s)	C Curchin, A Harwood, D Keane, G Kirke, C Smith

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School Context

The Core Values of the School which relate specifically to this policy state that we are working together to form relationships based on

- Truth - everyone is required to be honest and to communicate in a positive manner
- Responsibility - everyone in School is expected to understand the consequences of their actions
- Justice - everyone in School is entitled to be treated fairly and to promote the self-esteem of others
- Compassion - everyone in school is encouraged to be generous in their concern for others

Such values contribute to the School's common purpose of "Striving for high quality education with a strong Christian ethos/HoS", and as such underpin marking, assessment, recording and reporting procedures within the School.

Data Protection

Any personal data processed in the delivery of this policy will be processed in accordance with the Academy Data Protection Policy and Data Protection Act 2018 read in conjunction with the GDPR as retained in UK law.

Purpose of the policy

As an examination centre, Bishop Stopford School is committed to ensuring that the exams management and administration process is run effectively and in compliance with the published JCQ regulations and awarding body requirements. This exam policy will ensure that:

- ▶ all necessary aspects of Bishop Stopford School's exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- ▶ employees are well informed and supported
- ▶ Bishop Stopford School 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]

- ▶ Bishop Stopford School 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.

Roles and Responsibilities overview

"The Head of Centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to awarding body and JCQ instructions, and the qualification specifications issued by the awarding bodies.

The Head of Centre may not appoint themselves as the examinations officer." [\[GR.1\]](#)

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)
 - [A guide to the special consideration process](#) (SC)
- ▶ Ensures Bishop Stopford School has appropriate accommodation to support the size of the cohorts being examined
- ▶ Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the date required, confirming they are aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration¹
- ▶ Enables the relevant senior leader(s), the examinations officer and the SENDCo 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 SENDCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Officer
- ▶ Makes sure that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the subject department and/or preparing the candidates for the examination, is not an invigilator during the timetabled written examination or on-screen test
- ▶ 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
- ▶ 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 the course of and after examinations have taken place

¹Head of Centre Declaration

All heads of centres will be required to confirm, on an annual basis, that they are both aware of and adhering to the latest version of these regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update (see section 5.3, page 14).

A Head of Centre cannot delegate this responsibility to a member of the senior leadership team or the examinations officer.

A signed copy of the Head of Centre's declaration for the academic year 2019/20 must be held on file, available for inspection, as it will be an integral part of the centre inspection. An electronic version of the Head of Centre's declaration, with an electronic signature, is permissible.

Note: Failure to respond to the NCNR annual update, and/or the Head of Centre's declaration, will result in your centre status being suspended, your centre not being able to submit examination entries and not receiving or being able to access question papers. Ultimately awarding bodies could withdraw their approval of your centre. [\[GR 1\]](#)

Exam contingency plan

The exam contingency plan documents are located in the Staff Shared area².

- ▶ Ensures an exam contingency plan is set in place and all staff are familiar with its contents

Disability policy (exams)

The Disability Policy (exams) is located in the Staff Shared area.

- ▶ Ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place

Complaints and appeals procedure

The Complaints and Appeals procedure document is located in the Staff Shared area³.

The internal appeals procedure document is located in the Staff Shared Area⁴.

- ▶ Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place
- ▶ Ensures required internal appeals procedures are set in place

Child protection/safeguarding policy

The child protection/safeguarding policy is located in the Staff Shared area⁵.

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

² It is the responsibility of the Head of Centre to ensure that his/her centre... has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan must be available for inspection purposes; (The examination contingency plan should also reinforce procedures in the event of the centre being unavailable for examinations or on results day owing to an unforeseen emergency.) [\[GR 5\]](#)

³ The centre will... draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification. [\[GR 5.8\]](#)

⁴ The centre will... before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking... have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates [\[GR 5.7\]](#)

...have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal... [\[GR 5.13\]](#)

⁵ It is the responsibility of the Head of Centre to ensure that his/her centre... has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements... [\[GR 5.3\]](#)

Data Protection Policy

The Data Protection Policy is located in the Staff Shared area⁶.

- ▶ Ensures the centre has a data protection policy in place

Access Arrangements policy

The access arrangements policy is located in the Staff Shared area.

- ▶ Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- ▶ Ensures the relevant awarding bodies are informed of any **Conflict of Interest** where
 - a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (where sitting an exam at the centre is the last resort and 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 personal connection to the candidate
- ▶ Maintains 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 have a personal connection 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 (where sitting an exam at the centre is the last resort and unable to find an alternative centre)
 - a member of centre staff is taking a qualification at another centre
- ▶ Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- ▶ Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook
- ▶ Ensures members of centre staff do **not** advise parents⁷/candidates to contact awarding bodies/JCQ directly⁸

Exams Officer

- ▶ Understands the contents of annually updated JCQ publications including:
 - [General regulations for approved centres](#) [GR]
 - [Instructions for conducting examinations](#) [ICE]

⁶ [GR Appendix B](#), [GR 1.2](#), [GR 5.8](#)

- www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility
- www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers

Publication of exam results

ICO [Education and Families](#) information and the document [Publishing exam results](#).

⁷ Parent refers to any adult who has legal parental responsibility for a candidate

⁸ "The examinations officer or quality assurance co-ordinator is the person appointed by a Head of Centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments." [GR 1]

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

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

[Instructions for conducting non-examination assessments](#) [NEA]

[A guide to the special consideration process](#) (SC)

[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
- ▶ Works with the SENDCo to ensure invigilators supervising access arrangement candidates and HoF/HoS acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- ▶ Supports the Head of Centre in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries
- ▶ Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

Senior Leaders (SLT)

- ▶ Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Instructions for conducting non-examination assessments](#)
 - [A guide to the special consideration process](#)

Special Educational Needs & Disability Co-ordinator (SENDCo)

- ▶ Is familiar with and understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [Access Arrangements and Reasonable Adjustments](#)
- ▶ Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- ▶ If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- ▶ Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Heads of Faculty and Heads of Subject (HoF/HoS)

- ▶ 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 SENDCo
- ▶ 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 SENDCo
- ▶ Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- ▶ Attend relevant awarding body training and update events
- ▶ Follow school procedures regarding access arrangement referrals and assessments

Invigilators

- ▶ Attend training, briefing and review sessions as required
- ▶ Familiarise themselves with the JCQ regulations for conducting examinations [ICE](#)
- ▶ 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
- ▶ Undertake key tasks in the exam room ensuring the security of the exam papers at all times

Reception staff

- ▶ Support the EO in dealing with exam-related deliveries and dispatches, maintaining the security of confidential materials at all times
- ▶ Complete delivery log for all Awarding Body confidential materials received by reception desk and immediate delivery to the secure facility by nominated centre staff
- ▶ Notify EO of any student absence with regard to exams

Site staff

- ▶ Support the EO and reception desk in relevant matters including awarding body deliveries of confidential material, exam room set up and resources, ensuring that JCQ regulations are followed and the security of all exam material is maintained

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 are 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](#), [NEA](#) and [SC](#)

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 for internal and external exams to enable preparation and the conduct of GCSE and GCE examinations plus MFL speaking exams, GCSE 10 hr Art practical exam, Maths Challenge tests, Year 9, 10, 12 end of year assessments, Year 11 and 13 mocks

Heads of Faculty and Heads of Subject

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

Access arrangements

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 as per Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
- ▶ Ensures the SENDCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENDCo

- ▶ 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 **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (candidate personal data consent form) from candidates where required
- ▶ Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if any documentation is kept electronically, in the event of IT failure at the time of an inspection is able to access this documentation in an alternative format)
- ▶ 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 HoF/HoS acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- ▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy (exams)

The word processor policy including the Head of Centre Statement is located in the Staff Shared area.

- ▶ 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

[ICE 14]

Heads of Faculty and Heads of Subject and Teaching staff

- ▶ Support the SENDCo in identifying candidates for referral and assessment, following the school processes

Exams Officer

- ▶ Apply for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- ▶ Keep relevant paperwork and evidence on file for JCQ inspection purposes
- ▶ Ensure External Invigilation 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

Internal assessment and endorsements

Head of Centre

- ▶ Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- ▶ Ensures a **non-examination assessment policy** is in place for new GCE and GCSE qualifications which include components of non-examination assessment

Non-examination assessment policy

A copy of the NEA policy is located in the Staff Shared area⁹.

⁹ The centre will... have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.) [GR 5.7]

The JCQ requires each centre to have a non-examination assessment policy in place:

- to cover procedures for planning and managing non-examination assessments;
- to define staff roles and responsibilities with respect to non-examination assessments;
- to manage risks associated with non-examination assessments.

A JCQ Centre Inspector will ask the examinations officer to confirm that such a policy is in place. The guidance provided in this document will help the Head of Centre to ensure that the centre's policy is fit for purpose. The policy will need to cover all types of non-examination assessment.

Additionally, each centre must have available for inspection an internal appeals procedure relating to internal assessment decisions.

- ▶ 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

Heads of Faculty and Head of Subject

- ▶ Ensures teaching staff delivering any remaining legacy GCE unitised AS and A-level qualifications (which include elements of coursework), AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- ▶ Ensures teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- ▶ For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- ▶ Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

- ▶ Ensure appropriate instructions for conducting internal assessment are followed
- ▶ Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- ▶ Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Exams Officer

- ▶ Identify relevant awarding body key dates and administrative processes that need to be followed in relation to internal assessment
- ▶ Signpost 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, 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
- Provide training for new invigilators on the instructions for conducting exams and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collect evaluation of training to inform future events

Entries: roles and responsibilities

Estimated entries

Exams Officer

- ▶ Request estimated or early entry information, where this may be required by awarding bodies, from HoF/HoS in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

- ~ Issue a syllabus request form to all HoF/HoS
- ~ Collect and collate all syllabus information and update the Syllabus Information Data sheet. Send a copy to the Sims Data Manager, SLT and HoF/HoS
- ▶ Submit required estimated entries or early entry information to the awarding bodies using their secure websites by the deadlines set
- ▶ Make candidates aware of the JCQ *Information for candidates – Privacy Notice* at the start of a vocational qualification or when entries are being processed for a general qualification

Heads of Faculty and Heads of Subject

- ▶ Provide syllabus information as requested by the EO by the deadline set
- ▶ Inform the EO immediately of any subsequent changes to information submitted

Final entries

Exams Officer

- ▶ Request final entry information from HoF/HoS in a timely manner to ensure awarding body external deadlines for submission are met
- ▶ Inform HoF/HoS of subsequent deadlines for making changes to final entry information without charge / receive entry fee refunds
- ▶ Confirm with HoF/HoS when the final entry information is submitted to the awarding bodies
- ▶ Ensure that all entry processes minimise the risk of entries or registrations being missed therefore reducing the potential for late or other penalty fees being charged by awarding bodies

Final entries collection and submission procedure

- ~ Using the syllabus information data sheet, create entry mark sheets by course/class on MIS system for HoF/HoS to make their exam entries
- ~ Inform HoF/HoS via email when entry mark sheets are available for completion and how to open document in Sims. Set a timely completion deadline.
- ~ Once entries have been made issue paper copies of entry sheets for HoF/HoS to double check and make amendments if required. HoF/HoS to sign entry sheets as approval for submission
- ~ Submit entry mark sheets to the awarding bodies via A2C before the deadline set

Heads of Faculty and Heads of Subject

- ▶ Provide accurate entry information as requested by the EO by the deadline set
- ▶ Inform the EO immediately, or prior to the awarding body deadlines, of any subsequent changes to final entry information, which includes
 - ▶ changes to candidate personal details
 - ▶ amendments to existing entries e.g. tier changes
 - ▶ withdrawals of existing entries
- ▶ Check final entry submission information provided by the EO and approve entry submission to the awarding bodies

Entry fees

- ▶ Bishop Stopford School will make GCSE and GCE exam entries for their candidates on roll. There will be no charge to candidates.
- ▶ Re-sit entries will be charged to candidates at the time of entry, unless otherwise decided upon by the Leadership Team. The fee will be the current awarding body fee plus an additional £1.00 administration fee
- ▶ External candidates will be charged a non-refundable £30.00 administration fee per exams series plus the Invigilation costs - currently at £9.00 per hour, together with the awarding body entry fee

Late entries

Exams Officer

- ▶ Has clear, timely entry procedures in place to minimise the risk of late entries
- ▶ Charge any late or other penalty fees to faculty budgets

Heads of Faculty and Heads of Subject

- ▶ Minimises 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

Re-sit entries

Exams Officer

- ▶ Create re-sit entry form for each exams series; November and May/June
- ▶ Email Year 12 and 13 candidates via In Touch and inform them of re-sit form availability, entry fees and entry deadline
- ▶ Inform sixth form team / HoF/HoS of re-sit procedures
- ▶ Upon receipt of completed forms and entry fees, process resit entries and submit to awarding bodies via A2C by the deadline
- ▶ Issue “Statement of Entry” to confirm re-sit entry to candidates

Private candidates

- ▶ Private candidates are accepted at the discretion of the Head of Centre
- ▶ The Exams Officer will forward the Bishop Stopford School Private Candidate Entry policy and an entry form to the prospective candidate
- ▶ If the candidate is accepted, at the discretion of the Head of Centre, the exam entry will be processed.
- ▶ The private candidate must make available to the EO
 - completed and signed policy
 - completed entry form
 - entry fee (including administration fee and invigilation costs)
 - Two x passport sized photographs
 - a copy of the candidate’s valid passport or photo driving licence
- ▶ A “Statement of Entry” will be issued to the candidate to check the exam entry and personal data and make any amendments if required
- ▶ A copy of the exam timetable will also be issued for the candidate’s record
- ▶ The candidate will be included on the seating plans and a final “Individual Timetable” issued at least 2 weeks prior to the first examination date with details of exam day procedures and awarding body/JCQ exam guidelines and regulations

Candidate statements of entry

Exams Officer

- ▶ Provides candidates with a statement of exam entry for checking

Teaching staff

- ▶ Ensure candidates check statements of entry and return the signed document, to acknowledge receipt, to the EO by the deadline set

Candidates

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

Pre-exams: roles and responsibilities

Access arrangements

SENDCo

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

Briefing candidates

Exams Officer

- ▶ Ensure there is a verbal briefing session for candidates, to include information on:
- ▶ Individual exam timetable information
- ▶ Relevant JCQ information for candidates (e.g. malpractice)
- ▶ Relevant awarding body information
 - ▶ 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
- ▶ Make all Bishop Stopford School exam policies and procedures, JCQ and awarding body documents available for all candidates to view on firefly
- ▶ Issue all candidates with an “Examination and Assessment Information Booklet” at the start of their two year GCSE (Yr 10) and GCE (Yr 12) courses. A copy will also be available to view on firefly

Despatch 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

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

SENDCo

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

Teaching staff

- ▶ Support the SENDCo 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

Heads of Faculty and Heads of Subject

- ▶ 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 awarding bodies deadlines
- ▶ Keeps a postal record to track all items dispatched
- ▶ 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 and updated invigilation handbook to all invigilators and trains newly appointed invigilators and updates experienced invigilators 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 SENDCo regarding the facilitation and invigilation of access arrangement candidates

SENDCo

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

Invigilators

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

JCQ inspection visit

Exams Officer or Senior Leader

- ▶ Will accompany the Inspector throughout the visit

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

[ICE Introduction]

SENDCo or relevant **Senior Leader** (in the absence of the SENDCo)

- ▶ 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 candidate identity including private candidates¹⁰
- ▶ Ensure invigilators are aware of the procedure
- ▶ Provide seating plans for all exam rooms according to JCQ and awarding body requirements and must include access arrangements information for easy identification

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

- ▶ Confirms appropriate arrangements are in place to ensure that confidential materials are only delivered to those authorised by the Head of Centre.
- ▶ Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- ▶ Ensure 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

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Follow the EO procedure to verify the identity of all exam candidate using individual candidate photo ID cards which are placed on every exam desk for every exam session.

"The centre agrees to... have in place written procedures to verify the identity of all candidates at the time of the examination or assessment..."

[GR 5.10]

Invigilators must establish the identity of all candidates sitting examinations.

...A private, external or transferred candidate who is not known to the school or college must show photographic documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence...

...In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.

Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the examination."

[ICE 9]

Invigilators must be informed of those candidates with access arrangements. Invigilators must be made aware of the particular access arrangement(s) awarded.

[ICE 16]

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

- ▶ Ensure the secure storage facility contains only current and live confidential material
- ▶ Ensure 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)

Reception staff

- ▶ Follow the process to record confidential materials delivered to/received by the centre, arrange for the immediate transfer to the secure room and issue to authorised exams office staff for storing in the secure storage facility

Teaching staff

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

Timetabling and rooming

Exams Officer

- ▶ Produce a master centre exam timetable for each exam series
- ▶ Identify and resolves candidate exam clashes (only applying “overnight supervision” arrangements as a last resort once all other options have been exhausted)
- ▶ Identify exam room and specialist equipment requirements
- ▶ Allocate invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios
- ▶ Liaise with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- ▶ Liaise with the SENDCo regarding rooming of access arrangement candidates
- ▶ Make suitable overnight arrangements if required¹¹

SENDCo

- ▶ Liaises with the EO regarding rooming of access arrangement candidates

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

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

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

- ▶ Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

Site staff

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

Alternative site arrangements

Exams Officer

- ▶ Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- ▶ Will inform the JCQ Centre Inspection Service within the timescale set, by submitting a *JCQ Alternative Site Arrangement Notification* through CAP (JCQ online portal) for any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations. Inform the awarding body directly if a qualification sits outside the scope of CAP

Transferred candidate arrangements

Exams Officer

- ▶ Liaise with the HoF/HoS host or entering centre, as required
- ▶ Process requests for *Transferred Candidate Arrangements* to the awarding body by the deadline set through CAP (or direct to the awarding body if a qualification sits outside the scope of CAP)
- ▶ Where relevant, inform the candidate of the arrangements made for the transfer

Internal exams

Exams Officer

- ▶ Conduct internal exams using the same protocols as would be used for external examinations following the [ICE](#) regulations
- ▶ Provide an exam timetable for all candidates, with room and seating information
- ▶ Provide a seating plan for each exam room
- ▶ Request internal exam papers from teaching staff
- ▶ Arrange invigilation
- ▶ Facilitate approved access arrangements for candidates
- ▶ Brief invigilators on conducting internal exams
- ▶ Collate candidate scripts ready for teaching staff to collect for marking

Invigilators

- ▶ Conduct internal exams as briefed by the EO, following awarding body regulations

SENDCo

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

Teaching staff

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

Exam time: roles and responsibilities

Access arrangements

Exams Officer

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

Candidate absence

Invigilators

- ▶ Are informed of the procedures for dealing with absent candidates through annual training/briefing sessions by the EO
- ▶ Ensure that candidates confirmed as absent are clearly marked as such on the attendance register and invigilation instruction sheet

Candidates

- ▶ Are charged relevant entry fees for unauthorised absence from an exam

Candidate behaviour

See *Irregularities* below.

Candidate belongings

See *unauthorised materials* below.

Candidate late arrival

Exams Officer

- ▶ Ensure that candidates who arrive very late for an exam are reported to the awarding body by submitting a *Report on a Candidate admitted very late to the examination room* through CAP by the deadline set
- ▶ Warn candidate(s) that their exam script may not be accepted by the awarding body
- ▶ Give the candidate(s) the full time allowed for the exam paper

Invigilators

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

Candidate late arrival procedure

- ▶ Details of the late arrival procedure will be communicated to candidates before the exam series begins during the pre-examinations assembly and within their "Examination and Assessment Information" booklet
- ▶ If the Head of Centre gives permission for a candidate to enter an exam room late, the Lead invigilator will be informed of the late arrival(s) by the EO
- ▶ The candidate(s) will be escorted to the exam room by the EO or other authorised member of staff upon arrival at the Reception desk
- ▶ An invigilator will meet the candidate(s) at the door, ask for mobile phones or data storage devices to be handed in for storage and escort him/her to their exam desk
- ▶ The invigilator will ask the candidate(s) to place their wrist watch on the desk and to read the exam paper instructions carefully and ensure they are understood
- ▶ The candidate will be informed that they are permitted the full time allowed for the exam paper and instructed to start the exam
- ▶ The start time and finish time must be written on the whiteboard plus any extra time allowance if applicable
- ▶ The Exams Officer will liaise with the Deputy Head (Pastoral, Safeguarding, Wellbeing) or the SENDCo when this is appropriate

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 postal records to track all items dispatched

Exam papers and materials

Exams Officer

- ▶ Organise exam question papers and associated confidential resources in date order in the secure storage facility immediately upon receipt in the secure room
- ▶ Attaches erratum notices received to relevant exam question paper packets
- ▶ Collate attendance registers and examiner details in date order
- ▶ Regularly check mail or email for updates from all awarding bodies and JCQ
- ▶ Ensure another member of staff or an invigilator double checks the time, date and paper details prior to question paper packets being opened, in order to avoid potential breaches of security
- ▶ Ensure the additional/second checks are all recorded on a log and this log made available to JCQ for inspection
- ▶ Where allowed by the awarding body, only release exam papers and materials to teaching staff 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 revision or coaching sessions for candidates are not conducted in the designated exam room(s)
- ▶ Ensures that a room “designated” as an exam room during an exams series is not used for any other purpose other than for conducting external examinations
- ▶ Ensures only authorised centre staff are present in exam rooms
- ▶ Ensures information relating to food and drink that may be allowed in an exam room is clearly communicated to candidates

Food and drink in exam rooms¹²

¹² “Food and drink may be allowed in the examination room at the discretion of the Head of Centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.” [\[ICE 11\]](#)

- ▶ The candidates will be informed of the rules regarding food and drink in the exam room during the pre-examinations assembly and within their “Examination and Assessment Information Booklet”
- ▶ Candidates can take water into the exam room in a clear/transparent water bottle with all labels removed
- ▶ No fizzy or canned drink is allowed
- ▶ Candidates must not bring food into the examination room, including sweets and chewing gum
- ▶ Candidates with a pre-existing medical condition and with the approval of the SENDCo, before the exams series begins, can bring food and drink into the examination room, as appropriate to their medical needs, in a clear/transparent water bottle and food bag

Exams Officer

- ▶ Ensure exam rooms are set up and conducted as required in the JCQ regulations
- ▶ Provide invigilators with appropriate resources to effectively conduct exams
- ▶ Brief invigilators on exams to be conducted on a session by session basis, including the arrangements in place for any transferred candidates and those with approved access arrangements
- ▶ Ensure sole invigilators have an appropriate means of summoning assistance – if this is a mobile phone, the invigilator must be instructed to set the phone to silent mode
- ▶ Ensure the invigilators understand they must be vigilant at all times and remain aware of incidents or emerging situations. Be aware of potential malpractice or of candidates in a state of distress and anxiety
- ▶ Ensure invigilators record any incidents or issues within the exam room on the green invigilation sheet incident log
- ▶ Ensure invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how to record the incident on the incident log
- ▶ Provide authorised exam materials which candidates are not expected to provide themselves
- ▶ Ensure invigilators and candidates are aware of the emergency evacuation procedure
- ▶ Ensure invigilators are aware of arrangements set in place for a candidate with a disability who may need assistance if an exam room has to be evacuated

Senior Leaders

- ▶ Ensure the Emergency Evacuation procedure for exams is in place
- ▶ Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room has to be evacuated

Site staff

- ▶ Ensure exam rooms are available and set up as requested by the EO
- ▶ Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- ▶ Ensure fire alarm testing does not take place during exam sessions

Invigilators

- ▶ Conduct exams in every exam room according to JCQ *“Instructions for Conducting Examinations”* and/or awarding body requirements as instructed by the EO in training/update events and briefing sessions

Candidates

- ▶ Are required to follow the instructions given in the exam room by the authorised member of centre staff and invigilators
- ▶ Are required to remain in the exam room for the full duration of the exam
- ▶ Unable to leave an exam room for a toilet break for exams lasting 2 hours or less unless a candidate has an access arrangement approved by the SENDCo, before the exam series begins, due to a pre-existing medical condition

Irregularities

Head of Centre

- ▶ Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation¹³
[\[ICE.24\]](#)
- ▶ Candidates are informed of *“Exam day Procedures”* including appropriate behaviour within the exam room during their pre-examination assembly and within their *“Examination and Assessment Information Booklet”*.
- ▶ Candidates are emailed copies of the Bishop Stopford School Procedure document plus JCQ policy documents and exam room posters together with their *“Individual Timetable”*
- ▶ All candidates are made aware of the possible sanctions set in place by the awarding bodies in cases of bad, disruptive behaviour or malpractice within the exam room

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

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“The Head of Centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.”
[\[ICE.17\]](#) Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room.

The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.

The invigilator must record what has happened... The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.

Exams Officer

- ▶ Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- ▶ Action any investigations and submit reports to the 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 e.g. late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, having to leave the exam room temporarily, toilet breaks, disruption or disturbance in the exam room, emergency evacuation

Malpractice

See *Irregularities* above.

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

Special consideration policy

- ▶ The special considerations policy document is located in the staff shared area and on the Bishop Stopford School VLE

Candidates

- ▶ Provide appropriate evidence to support special consideration requests, where required
- ▶ Provide GP/hospital letters dated on the day of the exam affected where appropriate

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room¹⁴

¹⁴ In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

Potential technological/web enabled sources of information such as... are not permitted... ideally, all unauthorised items are left outside of the examination room... any pencil cases taken into the examination room must be see-through... 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... If candidates have access to unauthorised items in the examination room this may be considered as malpractice. They could be subject to penalties in accordance with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures* - <http://www.jcq.org.uk/exams-office/malpractice>

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

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

- ▶ Instructions on arrangements for unauthorised materials taken into the exam room are given during their pre-examination assembly and within their “Examinations and Assessments Instruction” booklet
- ▶ Procedures are also emailed to candidates with their “Individual Timetable”
- ▶ Candidates are instructed to hand their mobile phone, watches, electronic data storage device or other unauthorised material to an invigilator as they enter the exam room.
- ▶ The phone and/or data device, or other material is placed in a clear numbered bag and into a storage box. A matching numbered ticket given to the candidate for safe keeping
- ▶ The candidate’s belongings are taken to the exams office where they are stored until the end of the exam and from where the candidates collect their items upon presentation of the numbered ticket

Invigilators

- ▶ Are informed of the arrangements through training

Results and post-results: roles and responsibilities

Internal assessment

Heads of Faculty and Heads of Subject

- ▶ 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
- ▶ Ensure senior members of staff are accessible to candidates after the publication of results so that results may be discussed
- ▶ Ensure staff are accessible so decisions can be made on the submission of post results enquiries
- ▶ candidates are informed of the periods during which centre staff will be available at the school so that they may plan accordingly

Exams Officer

- ▶ Ensure procedures for managing the main summer results day(s) are in place and communicated to all staff, candidates and parents¹⁵
- ▶ Inform candidates of the right to appeal and associated processes¹⁶

Site staff

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

Accessing results

Exams Officer

- ▶ Inform candidates in advance of when and how results will be released to them for each exam series
- ▶ Access results from awarding bodies following the awarding bodies restricted release of results guidelines
- ▶ Resolve any missing or incomplete results with awarding bodies
- ▶ Issue statements of results to candidates on issue of results day
- ▶ Provide summaries of results for relevant centre staff on issue of results day

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

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"Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates." [\[PRS 4\]](#)

"...Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...ensure that all candidates, including private candidates, are made aware that all post-results service requests must be made through the centre..." [\[GR 5.14\]](#)

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"The centre agrees to... have in place written procedures for how it will deal with candidate's 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 must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results..." [\[GR 5.14\]](#)

"The centre agrees to... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals." [\[GR 5.6\]](#)

Senior members of centre staff will be accessible to candidates immediately after the publication of results to discuss them and support decision making. Candidates will be informed of the periods during which centre staff will be available so that they may plan accordingly.

- ▶ Understands that candidate consent is required in writing for some post result services and cannot be requested prior to the publication of results
- ▶ 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

- ▶ Provide information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- ▶ Publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- ▶ Provide a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant
- ▶ Submit requests to awarding bodies to meet the external deadline for each particular service
- ▶ Track requests to conclusion and inform 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

Data Manager

- ▶ Provides analysis of results to appropriate centre staff
- ▶ Provides results information to external organisations where required
- ▶ Undertakes the *secondary school and college (key stage 4/16-18) performance tables September checking exercise*

Certificates

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

Issue of certificates procedure

Certificates are collated and sorted by the exams office

A Celebration of Achievement evening is held each year where exam certificates are presented to the candidates

Certificates not presented at the celebration evening are held in the exams office until requested by the candidate in line with GDPR requirements (currently for up to 10 years)

Candidates

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

Retention of certificates policy

Awarding body guidelines state that Certificates should be held for upto 12 months and then securely destroyed

A record of all certificates destroyed must be kept for reference (currently held for upto 10 years)

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 policy

- ▶ The exams archiving policy document is located in the staff shared area