

Howard of Effingham School

Examinations policy

2025-26



This policy is reviewed annually to ensure compliance with current regulations.

Approved/reviewed by	
Kate Armstrong	
Date of next review	Sept 2026

Key staff involved in the policy

Role	Name(s)
Head of centre	James Baker
Exams officer line manager (Senior leader)	Kate Armstrong (Vice Principal)
Exams officer	Sushila Patel
ALS lead/SENCo	Kathryn Marlow & Laura Faulkner
Senior leader(s)	Dave Ashby, Mark Vowles, Laura Howkins, Kate Mitchell

Contents

Key staff involved in the policy	1
Purpose of the policy	5
Roles and responsibilities overview.....	5
Recruitment, selection, training and support	6
External and internal governance arrangements.....	7
Escalation Process	7
Delivery of qualifications.....	7
Public liability	7
Security of assessment materials	7
Malpractice	9
Policies/procedures	9
Malpractice (Exams).....	9
Exam Contingency Plan.....	10
Lockdown Policy (Exams).....	10
Internal Appeals Procedure	10
Equalities Policy	10
Complaints Policy (Exams)	10
Child Protection/Safeguarding Policy (Exams)	11
Data Protection Policy (Exams).....	11
Whistleblowing Policy (Exams)	11
Access Arrangements Policy	11
Conflicts of interest	11
National Centre Number Register and other information requirements	11
Centre inspections.....	12
The exam cycle.	14
Planning: roles and responsibilities.....	14
Information sharing	14
Information gathering.....	14
Access arrangements	14
Word Processor Policy (Exams)	15
Alternative Rooming Arrangements Policy (Exams).....	15
Internal assessment and endorsements	15
Non-examination Assessment Policy	16
Invigilation	16
Entries: roles and responsibilities	17
Estimated entries.....	17
Estimated entries collection and submission procedure.....	17

Final entries.....	17
Final entries collection and submission procedure	18
Entry fees.....	18
Late entries	18
Re-sit entries	18
Private candidates	19
Candidate statements of entry.....	19
Pre-exams: roles and responsibilities.....	19
Access arrangements and reasonable adjustments.....	19
Briefing candidates	19
Access to Scripts, Reviews of Results and Appeals Procedures	20
Dispatch of exam scripts	20
Estimated grades	20
Internal assessment and endorsements	20
Invigilation	21
JCQ Centre Inspections	21
Seating and identifying candidates in exam rooms	22
Candidate Identification Procedure	22
Security of exam materials.....	22
Timetabling and rooming	23
Alternative site arrangements.....	23
Centre consortium arrangements.....	23
Transferred candidate arrangements	24
Internal exams	24
Exam time: roles and responsibilities	24
Access arrangements	24
Candidate absence.....	24
Candidate Absence	25
Candidate behaviour	25
Candidate belongings.....	26
Candidate late arrival	26
Candidate Late Arrival	26
Conducting exams	26
Dispatch of exam scripts	26
Exam papers and materials	26
Exam rooms	27
Food and Drink Policy (Exams)	27
Leaving the Examination Room	27
Emergency Evacuation Policy (Exams)	28

Irregularities.....	28
Managing Behaviour Policy (Exams)	28
Malpractice	29
Special consideration	29
Special Consideration Policy	29
Unauthorised items.....	29
Arrangements for unauthorised items taken into the exam room	29
Internal exams	30
Results and post-results: roles and responsibilities.....	30
Internal assessment.....	30
Managing results day(s).....	30
Results day programme	30
Accessing results	31
Post-results services	31
Analysis of results.....	31
Certificates	32
Certificate Issue Procedure and Retention Policy	32
Exams review: roles and responsibilities.....	32
Retention of records: roles and responsibilities	32
Appendix 1	33
This form must be signed, dated and returned to the Examinations Officer on behalf of the Head of Centre to the timescale indicated in the relevant appeals proceed.....	37
Appendix 2.....	38

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 workforce is well informed and supported.
- all centre staff involved in the exams process clearly understand their roles and responsibilities.
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance, and instructions, thus maintaining the integrity and security of the exam/assessment system at all times.
- 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.

This policy is emailed to all staff involved in the exams process and published on our website under school policies.

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. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of JCQ *General Regulations for Approved Centres* booklet. In particular, heads of centre must familiarise themselves with sections 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments. ([GR](#), section 1)

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 headteacher/Principal on site (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 senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head of centre must ensure that these arrangements are covered by their examination contingency plan. ([GR](#), section 2)

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 the (*Instructions for conducting examinations*) **booklet**. Failure to do so may constitute malpractice as defined in the JCQ publication *Suspected Malpractice: Policies and Procedures*, 1 September 2025 to 31 August 2026: <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 penalties (see **National Centre Number Register and other information requirements** section)
- 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, training and support

- 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 ALS lead/SENCo 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 an ALS lead/SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures that the ALS lead/SENCo 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 has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation
- 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

External and 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

- Has in place a member of the senior leadership team who will provide effective support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments
- Makes sure that a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates, is not an invigilator during the examination

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 secure room only contains exam-related material
 - 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
 - All staff accessing secure assessment materials via awarding bodies' online systems must have a device complying with awarding bodies' multi factor authentication (MFA) requirements
 - Devices used for the purposes of multi-factor authentication must never be shared by more than one member of staff

- Secure files must be accessed and printed within a secure environment at the centre. Files must not be accessed or printed at alternative locations without the awarding body's prior permission
- 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)
- Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication *Instructions for conducting examinations*
- Makes arrangements 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

The access to the secure room and secure storage have differing rules, these are listed below.

The secure room

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

The secure storage facility

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

PDF Exam Papers

Coloured/enlarged paper

- A. Where a candidate requires a question paper on coloured paper and/or enlarged from A4 to A3, it is strongly recommended that a PDF copy of the standard question paper is used. The use of a PDF copy of the question paper will ensure better print quality and reduce the possibility of human error when collating and stapling
- B. For AQA, Pearson and WJEC centres, a PDF copy of the standard question paper is downloaded from AQA Centre Services, Pearson Edexcel Online (SDS) or WJEC Portal within 60 minutes of the awarding body's published starting time for the examination
- C. For CCEA and OCR centres, a non-interactive electronic (PDF) question paper must be ordered using Access arrangements online. A PDF copy of the standard question paper can then be

downloaded from the awarding body's secure extranet site within 60 minutes of the awarding body's published starting time for the examination

- D. Where a centre requires access to a PDF copy of the standard question paper for this purpose, the 60-minute release time should be considered. An awarding body will not vary the release time for a PDF copy of the standard question paper to accommodate a centre's earlier starting time for the examination

An awarding body will not vary the release time for a PDF copy of the question paper to accommodate a centre's earlier starting time for the examination.

Where a candidate is taking an examination earlier than the awarding body's published starting time due to a timetable clash and a PDF copy of the standard question paper is required, the relevant awarding body must be contacted.

An awarding body will not vary the release time for a PDF copy of the question paper to accommodate travel time to the alternative site. The PDF copy of the question paper must be downloaded and printed within a secure environment at the centre. It must not be accessed or printed at an alternative location without the awarding body's prior permission.

Emergency Situations

Where the secure storage facility cannot be accessed and the centre needs to invoke a contingency arrangement in line with the exam contingency policy the JCQ centre assessment service must be contacted immediately.

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

Malpractice (Exams)

Refer to Malpractice Policy.

- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or where the head of centre, the examinations officer or SENCo is absent at a critical stage of the examination cycle)

The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

All relevant centre staff must be familiar with the examination contingency plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.

Exam Contingency Plan

Refer to the Exam Contingency Plan – separate document

Lockdown Policy (Exams)

To be read in conjunction with the HoE schools emergency plan.

If examinations are taking place when the full or partial lockdown signal is given, examination students who are in the hall should move to the gym. All other examination students should remain where they are, and the lead invigilator will lock the locations. Students will be instructed to follow lockdown guidance, including remaining silent, hiding under the desks, and blocking any entrances.

Students will be advised before each exam what action is necessary in the event of a full or partial lockdown signal.

- Ensures an internal appeals procedure is in place and drawn to the attention of candidates and (where relevant) their parents/carers.

Internal Appeals Procedure

See appendix 1

- Ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements.

Equalities Policy

To be read in conjunction with the THPT SEND Policy

"Generally, impairments have to meet the statutory requirements set out in section 6 and Schedule 1 of the Equality Act 2010 and associated regulations."

The Equality Act 2010 extends the application of the TEA to general qualifications. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

- Ensures a complaints policy covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers.

Complaints Policy (Exams)

If a student wishes to make a complaint regarding examinations, then they need to follow the complaints procedure as outlined in the Howard Partnership responding to concerns – Parent guide procedure. Refer to THPT complaints policy.

If a student wishes to appeal the outcome of an examination or qualification, then they are to speak to the exams officer who will be able to assist. As a centre, we follow the guidance in the JCQ Appeals booklet to assist us in the appeals process.

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

Child Protection/Safeguarding Policy (Exams)

Refer to the THPT Safeguarding and Child Protection Policy.

Refer to [GR](#) (section 5.3) **Policies available for inspection**

- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations.

Data Protection Policy (Exams)

Refer to THPT Data Protection Policy

- Ensures the centre has a whistleblowing policy in place.

Whistleblowing Policy (Exams)

Refer to Whistleblowing Policy; found on the school website

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments.

Access Arrangements Policy

Making special arrangements for candidates to take exams is the responsibility of the SENCO and the exams officer. Submitting completed access arrangement applications to the awarding bodies is the responsibility of the SENCO. Rooming for access arrangement candidates will be arranged by the exams officer and cover administrator in conjunction with the SENCO. Invigilation and support for access arrangement candidates will be organised by the Exams Officer in discussion with the SENCO.

To be read in conjunction with the THPT SEND policy

Conflicts of interest

- 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.

National Centre Number Register and other information requirements

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre.
- Ensures the National Centre Number Register annual update is responded to by the end of October every year.
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre Declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - the centre status being suspended.
 - the centre not being able to submit examination entries.
 - the centre not receiving or being able to access question papers.
 and ultimately, awarding bodies could withdraw their approval of the centre.

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/submit the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year.
 - 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 ALS lead/SENCo 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 ALS lead/SENCo.
- 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.

Additional Learning Support (ALS) lead/Special educational needs co-ordinator (SENCo)

- 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 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 ALS lead/SENCo.
- 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), 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.
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of (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 in Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
- Ensures the ALS lead/SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

ALS lead/SENCo

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements.
- Gathers **evidence** to support the need for access arrangements for a candidate.
- Liaises with teaching staff to gather evidence of **normal way of working** 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 SENCo 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 thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period.
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room.
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations.

Word Processor Policy (Exams)

Refer to Word Processor Policy

- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms.

Alternative Rooming Arrangements Policy (Exams)

Refer to THPT SEND Policy

Senior leaders, Teaching staff

- Support the ALS lead/SENCo in determining and implementing appropriate access arrangements/reasonable adjustments.
- Produce a word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations.

Internal assessment and endorsements

Head of centre

Controlled assessments, coursework and non-examination assessments

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. internally assessed marks.
- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date.
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components.
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate 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 GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)

Non-examination Assessment Policy

- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement.

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place.
- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications) follow JCQ.
- [Instructions for conducting coursework](#) and the specification provided by the awarding body.
- Ensure teaching staff delivering reformed 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, ensure teaching staff follow appropriate instructions issued by the awarding body.
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

Teaching staff

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

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment.
- Signposts teaching staff to relevant JCQ [Information for candidates documents](#) that are annually updated

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 thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam.
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible.
- Collects evaluation of training to inform future events.

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

Candidates are entered for examinations in all the courses they have studied. Individual exceptions may be agreed with Vice Principal (VP) for KS4 or Director of Sixth Form. These must be agreed by the Principal (or delegated VP). If a child has special educational needs this must be discussed with the SENDCO. Withdrawals from exams must be made in consultation with the student and their parent/carer. Written confirmation of this should be emailed/sent to the parent/carer.

The centre does not accept entries from external candidates unless by prior arrangement with former students or in exceptional circumstances

- 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

Head of centre

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

Exams officer

- Requests final entry information from 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.

Final entries collection and submission procedure

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

GCSE initial registration and entry exam fees are paid by the centre. AS initial registration and entry exam fees are paid by the centre.

A Level initial registration and entry exam fees are paid by the centre.

Late entry or amendment fees are paid by the department requesting them or by the candidate depending on the reason for the request.

Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.

Candidates must pay the fee for an enquiry about a result, should the centre not uphold the enquiry and the candidate insist on pursuing the enquiry.
(See also: Enquiries about results [EARs])

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.

Re-sit entries

Retake decisions will be made in consultation with the candidates and the head of faculty/department.

Candidates may retake any subject in A2 as a Year 14, if approved by the director of Sixth form.

Candidates must retake GCSE mathematics and English in the Sixth form if they have not gained a grade 4 or above at the end of year 11

(See also section: Exam fees)

Private candidates

The centre does not accept entries from external candidates unless by prior arrangement with former students or in exceptional circumstances.

Candidate statements of entry

Exams officer

- Provides candidates with statements of entry for checking.

Teaching staff

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

Candidates

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

Pre-exams: roles and responsibilities

Access arrangements and reasonable adjustments

ALS lead/SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her.
- Ensures exam information (JCQ information for candidates documents, individual exam timetable etc.) is adapted where this may be required for a 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 sessions awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams issues relevant JCQ information for candidates documents
- 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

Candidates and parents/carers are issued with a Post results booklet and what to expect on results day. This is emailed in July before school closes for the summer and a hard copy of the booklet is issued on results day with the candidate's results slip.

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.

When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

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

If a result is queried, the exams officer, teaching staff and head of centre will investigate the feasibility of asking for a re-mark at the centre's expense.

Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

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.

ALS lead/SENCo

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

Teaching staff

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

Senior leaders

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

- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline.

Exams officer

- 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 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 ALS lead/SENCo regarding the facilitation and invigilation of access arrangement candidates.

ALS lead/SENCo

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

Invigilators

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

JCQ Centre Inspections

Exams officer or Senior leader

- Will accompany the Inspector throughout a visit.

ALS lead/SENCo or relevant Senior leader (in the absence of the ALS lead/SENCo)

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

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

Candidates are issued with ID cards and lanyards for all exams both internal and external, these are used to verify their identities.

- 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

The procedures for identifying candidates are:

- All students are expected to bring their exam Photo ID card to the exam
- Invigilators will check each students ID as they enter the exam room
- If a student does not have their ID or the invigilator has a reasonable belief that they are not the person on the ID card they must seek support from the Exams Officer/ the year team or the Senior Leadership Team who will verify the identity of the student
- If a student tries to enter the exam room with false ID this will be reported as a suspected malpractice.
- 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 (the exams officer must be one of the keyholders), each keyholder must fully understand their responsibilities as a keyholder 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 that extreme care is taken when handling packages to ensure that packing is not damaged.
- Question papers must always be kept in their sealed packets until signed out for the appropriate exam session.
- 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 a secure environment to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer*. Other members of centre staff may assist with printing and collation provided they are under supervision.

*For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

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)
- 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 ALS lead/SENCo regarding rooming of access arrangement candidates.

ALS lead/SENCo

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

Site staff

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

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 have 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 officer

- 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)

ALS lead/SENCo

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

Teaching staff

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

Exam time: roles and responsibilities

Access arrangements

Exams officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements.
- Has a process in place to deal with emergency/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 Identification

Process

- All students will carry an exam identification card that includes full name, photo and candidate ID
- Exam cards are to be placed on the student's desk at the start of the exam
- When completing the register information on the card must be checked
- Where a student does not have a card the exams officer, a member of SLT of year team must be called to verify the identity of the student
- Where there is a query over the identity of a student the exams officer, a member of SLT of year team must be called to verify the identity of the student

Invigilators

- Are informed of the policy/process for identifying students through invigilator training

Exams Officer

- Where there has been an attempt to impersonate another student the exams officer and SLT will investigate the issue as malpractice, ensuring the that the exam board is informed

- The exams officer or member of SLT will call home if parents/carers have not reported the absence via the school absence line
- The exams officer together with SLT will determine if the candidate can sit the exam if they arrive late

Candidates

- Where an attempt has been made to impersonate another student all those involved will be asked to write statements. The parents/carers of relevant students will be informed of the alleged impersonation and possible consequences. Students will also be made aware of possible consequences
- Students will be informed of the process of checking identity during exam assemblies and other communications

Candidate absence

Candidate 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. Any absences are reported to the exams officer immediately.

Exams Officer

- The exams officer or member of SLT will call home if parents/carers have not reported the absence via the school absence line.
- The exams officer together with SLT will determine if the candidate can sit the exam if they arrive late.

Candidates

- Are re-charged relevant entry fees for unauthorised absence from exams.
- If you experience difficulties during the examination period (e.g. illness, injury, personal problems) please inform school at the earliest possible point so we can help or advise you.
- 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 Examinations Officer without delay in all cases where an application is to be made for special consideration.

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 **(Appendix 3)**

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

Examinations Officer (EO)

- 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 through 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.

Candidates

- Candidates are responsible for checking their own timetable and arriving at school on the correct day and time. Candidates must arrive at least 15 minutes prior to the start time of their examination.
- Candidates who arrive late for an examination may still be admitted. If there are extenuating circumstances, then you must provide evidence of this and speak to the Examinations Officer.

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 second pair of eyes check is recorded, prior to question papers being opened in exam venue.
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes 24 hours 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)

Drinks bought into the exam hall must be in a clear water bottle free of any labels or writing. There is no food permitted in the exam rooms at any time unless for medical reasons. The exams officer will inform the invigilation team which candidates are permitted food within the exam rooms.

Leaving the Examination Room

If a candidate leaves the exam room temporarily, they must be accompanied by a member of the exams team, this includes toilet breaks. All incidents will be logged, and no extra time will be granted for the time lost.

If a candidate leaves the exam room before 10:00 or 14:30 without permission or unaccompanied by an invigilator or a member of SLT, the exams officer will contact the exam boards immediately and will follow JCQ malpractice policy. The lead invigilator will log the incident and the candidate will not be allowed access to the exam.

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)

To be read in conjunction with the HoE schools emergency plan & Appendix 2

If examinations are taking place when the fire bell sounds, in the absence of an immediate and present threat, students should remain in the examination rooms until asked to leave by a member of the Senior Leadership Team or the Lead Invigilator.

The lead invigilator should switch to channel 4 on their radio immediately and await advice from the Site Team as to whether a fire has been established or it is a false alarm.

If there is unnecessary delay in establishing the veracity of the alarm, the Lead Invigilator should take the decision to evacuate all students to the lower netball court on the school fields.

Students will be advised before each exam what action is necessary in the event of a fire bell.

Site staff

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

Invigilators

- Conduct exams in every exam room according to JCQ Instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions.

Candidates

- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators.
- Are required to remain in the exam room for the full duration of the exam.

Irregularities

Head of centre

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

Managing Behaviour Policy (Exams)

Invigilators will inform the exams officer immediately if a candidate/s are being disruptive. SLT and the exams officer will deal with any disruptive behaviour in accordance with JCQ guidelines.

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.

Special Consideration Policy

Should a candidate be too ill to sit an exam, suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert the centre, or the exam invigilator, to that effect.

Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example, a letter from the candidate's doctor.

The Exams Officer will then complete an online procedure for special consideration within seven days of the exam and keep a copy of request and outcome.

Candidates

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

Unauthorised items

Arrangements for unauthorised items taken into the exam room

Candidates are advised to leave all unauthorised items at home during exams, if they chose to bring items to school, they are instructed to hand all unauthorised items in to the invigilators before entering the exam room. Items are placed in storage boxes and locked away for the duration of each exam and handed back to the students once the exam has been completed.

- * Candidates sitting in the hall and IT4 are to store personal belongings/bags in room 4.
- * Candidates sitting in the gym are to store personal belongings/bags in the corridor outside the gym.
- * Candidates sitting in room 34 are to store personal belongings/bags in room 33
- * Candidates sitting in small rooms (6th form) are to leave their belongings outside their small rooms.

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

Candidates will receive individual results slips on results days in person at the centre or they will be sent via post using a pre-paid self-addressed envelope.

Arrangements for the school to be open on results days are made by the Exams Officer. The provision of staff on results days is the responsibility of the head of centre.

Candidates and parents/carers are issued with a post results booklet and what to expect on results day. This is emailed in July before school closes for the summer and a hard copy of the booklet is issued on results day with the candidate's results slip.

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 component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

Exams officer

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

Teaching staff

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

Candidates

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

Analysis of results

(Data Manager and Vice Principal)

- 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://tablechecking.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 and signed for or posted.
Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so.

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.

Exams review: roles and responsibilities

Exams officer

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

Senior leaders

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

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
- The centres archiving policy is available to view on the centres website

Appendix 1

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Howard of Effingham's compliance with JCQ's General Regulations for Approved Centres, that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

The Howard of Effingham is committed to ensuring that whenever its' staff mark candidates work this is done fairly, consistently and in accordance with the awarding body's specification and subject- specific associated documents.

The Howard of Effingham ensures that all centre staff follow a robust non-examination assessment including Controlled Assessment policy. This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Howard of Effingham is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

Candidates will have 5 working days in total to submit their request following the release of the Centre Assessed Marks. Release dates for Centre Assessed Marks will differ from subject to subject. Students who miss the 5 working day deadline will be unable to submit a late request.

Howard of Effingham will:

1. Ensure that candidates are informed of their centre assessed marks at least 3 weeks before the board's submission deadline so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject- specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Having received a request for copies of materials, promptly make them available to the candidate.
4. Provide candidates with sufficient time in order to allow them to review copies of materials under supervision and reach a decision.
5. Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing using the Internal Appeal form.
6. Allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. Ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Inform the candidate in writing of the outcome of the review of the centre's marking.
10. Ensure the outcome of the review of the centre's marking is made known to the head of centre.
A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

It is important for candidates to note that the moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

The centre will adhere to the following JCQ publications:

- Instructions for Conducting Controlled Assessments
- Instructions for Conducting Coursework
- Instructions for Conducting Non-Examination Assessments

It is impossible to transfer each given mark into an individual grade as the Awarding Bodies only make the grade boundaries decisions based on the total marks in each subject once the national patterns have been analysed in July. Candidates will usually have been given an idea of how work has been progressing throughout the production process (if applicable) and so they should not be surprised with the final outcome.

It is vital that candidates are clearly aware that work cannot be changed as a result of the appeals process. The purpose of the appeal is to deal solely with the issue of a marking error, rather than a mark that is below personal expectations. The work must remain unchanged once submitted

Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Howard of Effingham compliance with JCQ's General Regulations for Approved Centres, section 5.14 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies will make post results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer on Results Day.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries About Results (EARs) offers three services:

- Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, the exams office, teaching staff and head of centre will investigate the feasibility of requesting an enquiry.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post- Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Examinations Manager). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Further guidance to inform and implement appeals procedures

JCQ

- General Regulations for Approved Centres
- Post-Results Services

<https://www.jcq.org.uk/exams-office/post-results-services>

- JCQ Appeals Booklet

<https://www.jcq.org.uk/exams-office/appeals>

- Notice to Centres - Reviews of marking (centre assessed marks) <https://www.jcq.org.uk/exams-office/non-examination-assessments/>

Ofqual

- GCSE (9 to 1) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

- GCSE (A* to G) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>

- GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

- Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>

INTERNAL APPEAL FORM

Candidate Name:

Candidate Number:

Tutor Group:

SUBJECT	AWARDING BODY

GROUND S FOR APPEAL

(Please note that Appeals can only be made on the basis of application of the mark scheme or failure to adhere to JCQ or Awarding Body regulations, and not "because I believe I deserve a higher mark".)

Candidate Signature Date:

Received by Examinations Officer: Date:

This form must be signed, dated and returned to the Examinations Officer on behalf of the Head of Centre to the timescale indicated in the relevant appeals proceed.

Appendix 2

Howard Of Effingham Emergency evacuation procedure for examinations

When dealing with emergencies you **must** be aware of any instructions from relevant local or national agencies.

In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:

- stop the candidates from writing.
- collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority.
- advise candidates to leave all question papers and scripts in the examination room. Candidates must be advised to close their answer booklet.
- ensure the candidates leave the room in silence.
- ensure candidates are supervised as closely as possible while they are out of the examination room so that there is no discussion about the examination. Ensure Candidates are separate from those not under exam conditions.
- make a note of the time of the interruption and how long it lasted.
- allow the candidates the remainder of the working time set for the examination once it resumes.
- if there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- make a full report of the incident and of the action taken and send to the relevant awarding body.

Appendix 3 – Unauthorised Items

Candidates must not be in possession of the following items:

- AirPods;
- earphones/earbuds;
- iPods;
- mobile phones;
- MP3/4 players or similar devices;
- watches;
- smart glasses;
- any other smart devices.

This means that:

- 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 will normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.

e. Following the invigilator's announcement any mobile phones or other unauthorised items in the candidates' possession must be handed to the invigilator prior to the examination starting. This also includes watches.

f. 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 document Suspected Malpractice: Policies and Procedures, 1 September 2025 to 31 August 2026.

g. Food and drink may be allowed in the examination room at the discretion of the head of centre. To enable invigilators to check these items quickly and efficiently:

- food brought into the examination room by the candidate must be free of packaging and in a transparent container;
- drink bottles must be transparent with all labels removed which would include transparent, reusable plastic bottles.