**BLESSED EDUCATION**

**EXAMINATION POLICY**

***A BLESSD EDUCATION IS GUARANTEED***

# Key staff involved in the exams policy

|  |  |
| --- | --- |
| **Role** | **Name(s)** |
| Head of centre | **Ms F Johnson** |
| Exams officer | **Mr A Adebiyi** |
| SENCo | **Ms F Johnson** |

Prepared: November 2021

Review: October 2022

# Contents

Purpose of the policy ........................................................................................................................... 4

Roles and responsibilities overview ......................................................................................................4

National Centre Number Register .....................................................................................................5

Recruitment, selection and training of staff........................................................................................5

Internal governance arrangements ...................................................................................................5

Escalation Process ............................................................................................................................5

Delivery of qualifications ................................................................................................................... 5

Public liability notice........................................................................................................................... 6 Security of assessment materials ......................................................................................................6

Exam Contingency Plan ....................................................................................................................6

Internal Appeals Procedures ............................................................................................................. 7 Equalities Policy ................................................................................................................................ 7

Complaints and Appeals Procedure (Exams) ....................................................................................7 Child Protection/Safeguarding Policy ................................................................................................7

Exams Data Protection Policy ........................................................................................................... 7 Access Arrangements Policy............................................................................................................. 7

Word Processor Policy……………………………………………………………………………………….7

Conflicts of interest ........................................................................................................................... 8

Centre inspections ............................................................................................................................ 8

The exam cycle .................................................................................................................................. 10

Planning: roles and responsibilities ................................................................................................ 10

Information sharing ......................................................................................................................10

Information gathering................................................................................................................... 10

Internal assessment and endorsements ......................................................................................11

Controlled assessments, coursework and non-examination assessments .................................... 11

Non-examination Assessment Policy ............................................................................................. 11

Invigilation ................................................................................................................................... 12

Entries: roles and responsibilities ....................................................................................................12

Estimated entries .........................................................................................................................13

Estimated entries collection and submission procedure .................................................................13

Final entries ................................................................................................................................ 13

Final entries collection and submission procedure .........................................................................13

Entry fees ....................................................................................................................................13 Late entries .................................................................................................................................13

Re-sit entries ...............................................................................................................................13

Private candidates .......................................................................................................................13

Candidate statements of entry .....................................................................................................13

Pre-exams: roles and responsibilities ..............................................................................................14 Dispatch of exam scripts ............................................................................................................. 14

JCQ Centre Inspections .............................................................................................................. 14 Seating and identifying candidates in exam rooms ..................................................................... 14

Candidate Identification Procedure ................................................................................................. 14

Security of exam materials .......................................................................................................... 15

Timetabling and rooming ............................................................................................................. 15

Overnight Supervision Arrangements Protocol ................................................................................16 Alternative site arrangements ...................................................................................................... 16

Transferred candidate arrangements ...........................................................................................16

Internal exams ............................................................................................................................. 16

Exam time: roles and responsibilities .............................................................................................. 17 Access arrangements .................................................................................................................. 17

Candidate absence ......................................................................................................................17

Candidate Absence Protocol ...........................................................................................................17

Candidate late arrival................................................................................................................... 17

Candidate Late Arrival Protocol .......................................................................................................18

Conducting exams .......................................................................................................................18

Dispatch of exam scripts ............................................................................................................. 18 Exam papers and materials ........................................................................................................ 18

Exam rooms ................................................................................................................................ 18

Food and Drink Protocol (Exams) ................................................................................................... 19

Leaving the Examination Room Protocol ........................................................................................ 19

Emergency Evacuation Policy ......................................................................................................... 20

Irregularities ................................................................................................................................. 20

Managing Behaviour Issues and Concerns ..................................................................................... 20

Special Consideration Policy ........................................................................................................... 21

Unauthorised items ..................................................................................................................... .21

Arrangements for unauthorised items taken into the exam room .................................................... 21

Results and post-results: roles and responsibilities .........................................................................21

Managing results day(s) .............................................................................................................. 21

Accessing results ........................................................................................................................ 21 Post-results services ................................................................................................................... 22

Analysis of results ....................................................................................................................... 22

Certificates .................................................................................................................................. 22

Certificate Issue Procedure ............................................................................................................ 22 Certificate Retention Policy .............................................................................................................23

Exams review ................................................................................................................................. 23 Retention of records: roles and responsibilities ...............................................................................23

# 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.

The policy will be available for staff to view on the school website and in the Exams policy folder in the Exams Office.

# 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 in order to ensure the security and integrity of the examinations/assessments.

**The examinations officer** is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

**The head of centre may not appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles. (GR 2)

# Head of centre responsibilities

The ‘head of centre’ is the headteacher. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.

# 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) o Instructions for Conducting Examinations (ICE) o Access Arrangements and Reasonable Adjustments (AA) o 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 for exams and assessments

# National Centre Number Register

* Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ’s regulations by responding to the head of centre’s declaration which is managed as part of the National Centre Number Register (NCNR) annual update
* 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

**Recruitment, selection and training of staff**

* Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
* Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
* Enables the relevant senior leader(s), the examinations officer (EO) and the 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 a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

# 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**

The Escalation Process is available for staff to view in the Exams policy folder in the Exams Office. – **within the Exam Contingency Plan**

* Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
* Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
* Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an 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 notice

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

# Security of assessment materials

* Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  + the location of the centre’s secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  + appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
  + access to the secure room and secure storage facility is restricted to the authorised two to four keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre’s secure storage facility as one of the two to four key holders)
  + the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  + that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
* 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
* Obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments
* Through taking an ethical approach and working proactively to avoid **malpractice** among students and staff takes all reasonable steps to prevent the occurrence of any

malpractice/maladministration before, during the course of and after examinations have taken place

* Ensures **irregularities** are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
* 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 staff absence)

# Exam Contingency Plan

The Contingency Plan is available for staff to view in the Exams policy folder in the Exams Office.

• Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

# Internal Appeals Procedures

The Internal Appeals Procedure is included in the **Complaints and Appeals Policy** available in the Exams policy folder in the Exams Office.

* 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**

The Equalities Policy is available for staff to view in thee Exams policy folder held in the Exams Office

* Ensures a complaints and appeals procedure 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 and Appeals Procedure (Exams)

The Complaints and Appeals Procedure (Exams) is included in **Complaints and Appeals Policy** in the Exams policy folder in the Exams Office.

* 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**

The Child Protection/Safeguarding Policy is available from the school website and is available for staff to view in the Exams policy folder in the Exams Office

* Ensures the centre has a data protection policy in place that complies with General Data

Protection Regulation and Data Protection Act 2018 regulations

**Exams Data Protection Policy**

The Exams Data Protection Policy is available for staff to view in then Exams policy folder in the Exams Office.

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

**Access Arrangements Policy**

The Access Arrangements Policy is included in Exams Equality Policy available for staff to view in a folder within the exams folder held in the Exams Office in the Exams policy folder

**Word Processor Policy (Exams)**

The Word Process Policy (Exams) is available for staff to view in the Exams policy folder in the Exams Office.

# Conflicts of interest

* Ensures the relevant awarding bodies are informed of any **Conflict of Interest** where

o a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre 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 personal connection to the candidate
* Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where o a member of exams office staff have a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
  + a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
  + a member of centre staff is taking a qualification at another centre
* Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials

All staff are required to complete a **“declaration of interest**” in September. Following this the EO will notify the exam boards of any staff who are teaching or preparing members of their family or close friends and their immediate family. The EO will also keep records of all measures taken to mitigate any potential risks.

* Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites 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 or JCQ personnel

**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 o Instructions for Conducting Examinations o Suspected Malpractice - Policies and Procedures o Post-results services (PRS)
  + A guide to the special consideration process
* Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR https://ocr.org.uk/administration/ncnannual-update/) by the end of October each year
* 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 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 of any Conflict of

Interest declared by members of centre staff and in maintaining records that confirm the

measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries

* Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

# Senior leaders

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

* General Regulations for Approved Centres o Instructions for Conducting Examinations o Access Arrangements and Reasonable Adjustments o Suspected Malpractice - Policies and Procedures
* Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
* A guide to the special consideration process

# Special educational needs co-ordinator (SENCo)

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

# Senior leaders

* Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process

(exam cycle) and meet internal deadlines set by the EO and SENCo

* 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

# Teaching staff

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

# Invigilators

* Attend/undertake training, 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

# 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

# Senior leaders/Teaching staff

* Support the SENCo in determining and implementing appropriate access arrangements
* Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

**Internal assessment and endorsements**

**Head of centre**

# Controlled assessments, coursework and non-examination assessments

* 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
* 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 acontrolled assessment policy)

**Non-examination Assessment Policy**

The Non-examination Assessment Policy is available for staff to view in the Exams policy folder held in the Exams Office

* 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 Alevel qualifications WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
* Ensure teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
* For other qualifications, 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 training for new invigilators on the instructions for conducting exams and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
* Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
* Ensures invigilators are briefed on the access arrangement candidates in their exam room and 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 Subject Teachers in a timely manner to ensure awarding body external deadlines for submission can be met

# Estimated entries collection and submission procedure

# Teaching staff

• Makes candidates aware of the JCQ **Information for candidates – Privacy Notice** at the start of a vocational qualification or when entries are being processed for a general qualification

**Final entries**

# Exams officer

* 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

**Entry fees**

|  |  |
| --- | --- |
| • | Fees are charged per student |
| • | Late fees may be charged to individual students if these are the result of them requiring a change to entries or late decisions. |
| • | External candidates will be charged for exam entries plus an administration charge. |

**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

**Re-sit entries**

|  |  |
| --- | --- |
| • | Students opting to re-sit English language in Y11 pay the exam fee to “finance” and complete an entry form. |
| • | Entry fees will be charged to individual students if they choose to re-sit an exam to improve their grade after achieving a grade which is generally considered to be a pass. |

**Private candidates**

Private candidates are welcome and they must complete paperwork and pay entry fees as instructed.

**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**

**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

**JCQ Centre Inspections Protocol**

# Exams officer or Senior leader

* Will accompany the Inspector throughout a visit

**SENCo** or relevant **Senior leader** (in the absence of the 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 candidate identity including private candidates

# Candidate Identification Procedure

Senior Leaders will identify students on arrival.

Invigilators will also carry out checks for every student, using the photos included with their entry forms. Candidates must sign an attendance register

All external candidates are required to bring a photo ID, which should be matched with ID on their completed form. Any candidate wearing religious clothing which makes it difficult to confirm their identity will be taken to a separate room and asked to remove this by the exams officer or a senior leader.

The centre will verify the identity of all students that they enter for examinations or assessments. The centre must be satisfied that all candidate identities have been checked, whether as part of the initial registration process, or in the case of private candidates through a verification process which involves photo-ID (GR 5.6)

The centre will... have in place written procedures to verify the identity of all candidates at the time of the examination or assessment… (GR 5.9)

Invigilators must establish the identity of all candidates sitting examinations.

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

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

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

Invigilators must be informed of those candidates with access arrangements and must be made aware of the access arrangement(s) awarded. (ICE 16)

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

# Invigilators

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

**Security of exam materials**

# Exams officer

* Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
* Ensures only persons authorised by the head of centre and the exams officer are allowed access to the centre’s secure storage facility as one of the two to four key holders
* 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
* Ensures the secure storage facility contains only current and live confidential material

(ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre’s secure storage facility)

* Ensures that **examination stationery**, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
* Ensures the **integrity and security** of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

# Reception staff

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

# Teaching staff

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

**Timetabling and rooming**

**Exams officer**

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

**Overnight Supervision Arrangements Protocol**

The candidate’s parents are required to arrange to collect the candidate, supervise them over night and return them to the centre the following day. They are required to guarantee that all JCQ regulations for overnight supervision is followed and to sign the JCQ form Timetable variation and confidentiality declaration for overnight supervision.

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

* 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 SENCo regarding rooming of access arrangement candidates

# SENCo

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

# Site staff

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

**Alternative site arrangements**

**Exams officer**

* Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
* Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site arrangementnotification through 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

**Transferred candidate arrangements**

# Exams officer

* Liaises with the host or entering centre, as required
* Processes requests for Transferred Candidate arrangements through 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 arrangements

**Internal exams**

**Exams officer**

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

# SENCo

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

# Teaching staff

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

**Exam time: roles and responsibilities**

**Access arrangements**

# Exams officer

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

**Candidate absence**

# Candidate Absence Protocol

Invigilators are responsible for using the seating plan to identify which candidates are missing as the exam is starting. This information is passed to the relevant senior leader for them to call the student.

* If a student is going to be late they will be reminded to report to reception and ask for the Exams officer when they arrive
* If a student says they are unable to attend the exam they will be reminded to get evidence of the reason for their absence so that special consideration can be applied for and that failure to provide this evidence is likely to result in them being charged the entry fee for that subject

Once candidates are seated and have started the examination, complete the attendance register. This will allow for the identification of absent candidates who can be contacted as to their whereabouts.

# 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 charged relevant entry fees for unauthorised absence from exams

**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 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

# Candidate Late Arrival Protocol

* Any candidates arriving late must report to reception and wait for the Exams officer.
* The Exams officer will take them to the exam room once satisfied that they are not in possession of any unauthorised materials and are ready to complete the exam.
* If the candidate is very late the Exams Officer will also ascertain the information required in order to complete the online form.

A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre.

A candidate who arrives late and is permitted by the centre to sit the examination, must be allowed the full time for the examination.

**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 exam question paper packets
* Collates attendance registers and examiner details in date order
* Regularly checks mail or email inbox for updates from awarding bodies
* In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
* Ensures this additional/second check is recorded in the “second pair of eyes” form
* Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

**Exam rooms**

# Head of centre

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

# Food and Drink Protocol (Exams)

Students may bring water in a clear plastic bottle with any label removed into the exam room.

(One of the invigilators will check this as students enter for the exam)

No other food or drink is permitted unless a student has an established medical condition requiring this.

Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food or drink brought into the examination room

whether by the candidate or the centre is free from packaging and all labels are removed from

drink containers

# Leaving the Examination Room Protocol

Candidates are not allowed to leave the exam room temporarily unless

* They have an access arrangement allowing them to take rest breaks
* They have a pink card indicating an established medical condition requiring toilet breaks In these cases the lead invigilator will contact the Exams officer who will arrange for the candidate to be collected from the exam room and accompanied.

The lead invigilator will also keep a record of the times the student is absent from the exam room on the exam room incident log and adjust their end time to allow for them to have the full time for the examination.

# 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 this must be 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

The Emergency Evacuation Policy is available for staff to view within the Exams policy folder held in the Exams Office – **within the Exams Contingency Plan**

When dealing with emergencies, staff must be aware of the centre’s policy and, where appropriate, any instructions from relevant local or national agencies. Reference should also be made to the following document: https://www.gov.uk/government/publications/bombthreats-guidance/procedures-for-handling-bomb-threats

Centres must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service. (ICE 25)

* 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 Issues/Concerns

|  |
| --- |
| * A member of SLT will be present at the start of the exam to ensure students settle. * If invigilators are concerned about the behaviour of any candidate they will contact the Exams officer   Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room. The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.  The invigilator must record what has happened…  The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room. (ICE 24) |

# 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)

# Special Consideration Policy

The Special Consideration Policy is available for staff to view in the Exams policy folder held in the Exams Office

**Unauthorised items**

# Arrangements for unauthorised items taken into the exam room

Students will be informed in advance that personal belongings are not permitted in the exam room and advised to ensure they can leave them somewhere safe.

Any students arriving for an examination with personal belongings will be asked to put them in the reception area.

Any student found to be in possession of unauthorised materials after the invigilators’ announcement will be told that this is malpractice, that the awarding body will be informed and warned of the possible consequences of this.

**Invigilators**

• Are informed of the arrangements through training

**Results and post-results: roles and responsibilities**

**Managing results day(s)**

# Senior leaders

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

# Exams officer

• Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

**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 (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above **Briefing candidates**and **Access to Scripts, 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**

**Certificates**

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

# Certificate Issue Procedure

Candidates are notified by email once certificates have been received and prepared for issue.

Candidates email the Exams officer to arrange a day when they will collect their certificates. Certificates are collected from reception and students sign to confirm receipt.

# 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

# Certificate Retention Policy

Certificates are stored in folders in the exams office until students collect them.

Unclaimed certificates will be destroyed by a secure method (for example by shredding or incineration) after holding them for a period of 12 months from the date of issue. A record of all certificates destroyed should be recorded on a spreadsheet and kept for a further period of four years from the date of their destruction.

Any queries concerning the destruction or secure disposal of unclaimed certificates should be directed to the awarding body that issued the certificates. JCQ

**Exams review**

# Exams officer

* Provides 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