



Hayle Academy

Examinations Policy



School Name: Hayle Academy

Consultation: This policy has been written in line with DfE legislation

Dissemination: Staff shared drive and website

Date policy approved by SLT: November 2025

Date policy becomes effective: Immediately

Review date: November 2026

Person responsible for Implementation and Monitoring: Exams Officer/Headteacher/Head of Centre

Links to other relevant policies: JCQ Policies, Exam Contingency Plan, Internal Appeals Policy, Non-Examination Assessment Policy, Post Results Reviews and Appeals Policy

Key staff involved in the Exams Policy:

Role	Name(s)
Head of Centre & Headteacher	Melissa Lock
Exams Officer	Farrah Fulton
Exams Officer Line manager and Assistant Headteacher	Richard Radford
Deputy Headteacher	Nick Croker
Assistant Headteacher and SENDCo	Naomi Thompson
SENDCo Practitioner & Access Facilitator	Vicky Hicks

Contents

Key staff involved in the Exams Policy.....	1
Purpose of the policy.....	4
1. Exam responsibilities	4
Roles and responsibilities overview.....	4
Head of Centre responsibilities.....	5
○ National Centre Number Register.....	5
○ Recruitment, selection and training of staff.....	5
○ Escalation Process.....	6
○ Delivery of qualifications.....	7
○ Public liability.....	7
○ Security of assessment materials.....	7
○ Exam Contingency Plan.....	8
○ Equalities Policy.....	8
○ Complaints and Appeals procedure.....	9
○ Child Protection/Safeguarding Policy.....	9
○ Data Protection Policy.....	9
○ Conflicts of interest.....	10
Exams Officer.....	11
Senior Leader (HoF)	13
Teacher.....	14
SENDCo	14
Invigilators.....	15
Candidates.....	16
2. Exam Seasons, Timetables and Entries	16
Exam Entries.....	16
Late Entries.....	17
Exam Fees.....	17
Private Candidates.....	17
Timetables and Information for Candidates.....	18
3. Security of Exam Materials	18
4. Access Arrangements and reasonable adjustments	19
Facilitating Access Arrangements.....	20
Use of Word Processor in Exams.....	20
Separate Invigilation.....	21
5. Internal Assessment	21
Internal Appeals.....	21
Controlled Assessment, Coursework and Non-Examination Assessments.....	22
6. Exam Days and Invigilation	24
Exam Rooms.....	24
Invigilators.....	26
Candidate Identification.....	26
Candidates.....	27
Clashes.....	28

Absence.....	28
Late arrival.....	29
Alternative Sites.....	29
Transferred Candidates.....	29
Dispatch of Scripts.....	30
JCQ Centre Inspection.....	30
7. Special Consideration.....	30
8. Malpractice, Maladministration and Irregularities.....	34
9. Results, Reviews of Results and Certificates.....	35
Results.....	35
Post Results Services.....	36
Analysis of Results.....	37
Certificates.....	38
Retention of records.....	38

Hayle Academy 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

It is the responsibility of everyone involved in the Centre's exam processes to read, understand and implement this policy.

Hayle Academy is committed to actively promoting equality of opportunity in everything that it does and to ensuring that differences between all of our learners and staff are valued and respected.

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.

1. Exam responsibilities

Roles and responsibilities overview

The Head of Centre is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. The 'Head of Centre' is the most senior operational officer in the organisation. This may be the Headteacher of a school, the principal of a college, the Chief Executive Officer of an Academy Trust or the Managing Director of a company or training provider. **It is the responsibility of the Head of Centre to ensure that all staff comply with the regulations given in the JCQ publications.**

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)

For details about specific head of centre responsibilities, see sections 1, 8, 11, 12, 13, 16, 24, Appendix 1, section 6 and Appendix 8. (ICE Introduction)

Head of Centre

Overall responsibility for the school as an Exam 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 \(SC\)](#)
- Directs relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SM, NEA (and the instructions for conducting coursework) and 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
- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies

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 papersand ultimately, awarding bodies could withdraw their approval of the centre.

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 ALS lead/SENDCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints a SENDCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- 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:

- If HoC is absent, their responsibilities will be covered by the Deputy Headteacher with advice from the Exams Officer and SLT line manager regarding procedures and time scales
- EO to make changes via NCN to Head of Centre contact details and ensure awarding bodies are notified as necessary
- If the member of leadership team with responsibility for exams is absent for an extended time, line management of the Exams Officer will be delegated to the Deputy Headteacher and they will take over responsibility for forward planning and management of internal and external school exams

It is the responsibility of the **Head of Centre** to ensure that his/her centre... 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 ([GR 5.3](#))

- 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 the Exams Officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
- 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
- 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

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
- Where/if using a third party to deliver any part of a qualification 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 ensuring that a copy of the written agreement is available for inspection if requested by the awarding body

Public liability

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

Security of assessment materials

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
 - the secure room only contains exam-related material
 - there are between two and six key holders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
 - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
 - 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 papers 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.

- 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

Exam Contingency

- 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)

The exam contingency plan can be found on the shared staff google drive and in hard copy in the Exams Office. The Headteacher's PA (Previous Exams Officer Experience) and Assistant Headteacher are familiar with its location and contents.

It is the responsibility of the head of centre to ensure that his/her centre... has in place the following policies available for inspection... a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency ([GR 5.3](#))

Equalities Policy

- 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

The Equalities Policy can be found in the shared staff drive and on the school website.

It is the responsibility of the **Head of Centre** to ensure that his/her centre... has in place the following policies available for inspection... a written equalities policy

...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

The Head of Centre/Senior Leadership Team will... recognise its duties towards disabled candidates, including private candidates, as defined under the terms of the Equality Act 2010†. This **must** include a duty to explore and provide access to suitable courses, through

the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates; for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect ([GR](#) 5.3, 5.4)

Complaints and Appeals Procedure (Exams)

- 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

The Complaints and Appeals Procedure (exams) can be found on the school website and shared staff drive

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

Child Protection/Safeguarding Policy

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

The Child Protection and Safeguarding Policy can be found on the school website and shared staff drive

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

Data Protection Policy

- Ensures the centre has a Data Protection Policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations

The Data Protection Policy can be found in the shared staff drive. (See also GDPR)

It is the responsibility of the **Head of Centre** to ensure that his/her centre... has in place the following policies available for inspection... a written data protection policy ([GR](#) 5.3)

The centre will... ensure that all candidate data where required by the awarding body has been supplied to the awarding bodies within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000, and

that candidates have been properly informed that this data has been transferred to the awarding bodies (see section 6, for more information)... ([GR 5.8](#))

Legislation on sharing information

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13. This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

Other legislation and guidance may need to be taken into account regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:

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

Publication of exam results

Refer to ICO (Information Commissioner's Office) [Schools, universities and colleges](#) information and [Exam results](#)

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 (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 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 centre 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 (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

It is the responsibility of the Head of Centre to ensure that her centre manages Conflicts of Interest by informing the awarding bodies, before the published deadline for entries, of:

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; and

maintains clear records of all instances where:

- centre staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
- centre staff are taking qualifications at their centre which do not include internally assessed components/units;
- centre staff are taking qualifications at other centres.

The Head of Centre **must** ensure that the records include details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records **must** be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

Heads of Centre should note that entering members of centre staff for qualifications at their own centre **must** be as a last resort in cases where the member of centre staff is unable to find another centre.

The Head of Centre is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials.

The Head of Centre **must** ensure that during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment. ([GR 5.3](#))

In the case of the Head of Centre having a conflict of interest then all duties and responsibilities of the Head of Centre fall to the Deputy Headteacher

The Conflict of Interest Policy can be found on the school website and staff shared drive.

Exams Officer

Manages all aspects of the administration of public and internal exams and exam results.

- Understands the contents of annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-results services \(PRS\)](#)
 - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines and advises the School Leadership Team, HoF, Curriculum Leaders, Subject Teachers and other relevant support staff on annual exam timetables and application procedures as set by the various Awarding Organisations.
- Signposts LT, HoF and Teaching staff to the relevant JCQ information and School Policies regarding NEA's, Internal Appeals, Malpractice and Information for Candidates.
- Consult with Teaching Staff to ensure that necessary NEA's are completed on time and in accordance with JCQ guidelines
- Maintain systems and processes to support the timely entry of candidates for their exams
- Submit candidates' marks, track despatch and store returned work and any other material required by the appropriate awarding organisations correctly and on schedule
- Receive, check and store securely all exam papers and completed scripts
- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the AB where qualifications sit outside the scope of this service
- Recruits, trains and manages a team of invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Ensures invigilators are briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan)
- Works with the SENDCo 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 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

- Ensures that seating plans, attendance registers, and other exam paperwork is stored safely until after all reviews, appeals and malpractice investigations have been concluded in line with JCQ regulations. Ensures confidential disposal of all exam paperwork after this deadline.
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

Information gathering

- 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 (HoF, DoF & Subject 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 SENDCo
- 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

Information Gathering:

- 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

Controlled assessments, coursework and non-examination assessments

- 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 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

Subject Teachers

- Provide details of additions or removals from candidate lists
- Return completed Exams documentation to the Exams Office in order to meet the internal deadlines to avoid Awarding Organisation penalty fees
- Are familiar with all JCQ publications on NEA's, Malpractice and Information to Candidates
- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and ALS lead/SENDCo
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events
- 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

SEN Practitioner & Access Facilitator

- 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')
- Oversee testing of candidates' requirements for access arrangements, ensuring that the assessment is carried out by a suitably qualified person and administered correctly

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed Personal data consent, Privacy Notice (AAO) and Data Protection confirmation forms (from candidates where required)
- 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. Ensures all access arrangements and modified papers are applied for within the published deadlines
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation. Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Annually reviews a centre policy on the use of word processors in exams and assessments

Lead Invigilator/Invigilators

- Attend at least one training/update session annually
- Provide information as requested on their availability to invigilate
- Check the examination room prior to the arrival of candidates to ensure that:
 - Heating, lighting, ventilation and levels of extraneous noise are acceptable.
 - No display materials that might be helpful to candidates are visible.
 - A reliable clock of readable size is visible to each candidate.
 - Ensure notices are displayed in accordance with JCQ regulations.
 - The seating arrangements prevent candidates, intentionally or otherwise, from overseeing the work of others.
- Be fully aware of the annually updated regulations according to JCQ Instructions for Conducting Examinations
- Ensure that a signed record is kept of the seating and invigilation arrangements for any examination session that they participate in
- Carry out checks on the identity of candidates on their arrival.
- Take all reasonable steps to ensure that:
 - The official examination stationery is issued to candidates and that no other

- stationery, including paper for rough work, is provided
 - Candidates take into the examination room only those articles, instruments or materials which are expressly permitted
 - Candidates have all the necessary material provided by the Awarding Organisation to enable them to complete the examination
- Open the packet of examination papers and issue the papers to candidates
- Give clear instructions to candidates about the conduct of the examination to ensure that they fully understand what they are required to do
- Supervise the candidates throughout the whole time the examination is in progress, and give complete attention at all times to this duty
- Complete the Attendance Register during the examination and inform the Exams Office of any absentees
- Know the actions to be taken in the event of an emergency such as an emergency evacuation
- At the end of the examination, to collate all scripts in candidate number order and ensure that they are handed to the exams officer
- Collect all unused stationery in the examination room and return it to the Exams Office
- Ensure that the room is left in a tidy condition
- Work to promote and apply the School's safeguarding policy and procedures

Candidates

- Read and understand all JCQ Instructions for Candidate documents
- Understand the regulations and sign the relevant declaration that authenticates the NEA work as their own.
- Take responsibility for compliance with Awarding Organisation and JCQ regulations with respect to NEAs, written examinations, and online tests.
- Attend all timetabled assessments

2. Exam Seasons, Timetables and Entries

- Heads of Faculty have responsibility for giving the Exams Office the appropriate notice period for scheduling of internal exams and non-examination assessments.
- All internal exams are held under external exam conditions.
- External GCSE exams are scheduled in May/June each year. Heads of Faculty wishing to enter candidates for the November or January series must liaise with the Exams Officer in advance of the entry deadline if they wish to enter their students for these exams. The EO will provide the entry deadlines of these exams to all staff with at least one month's notice.
- Estimated Entries and early entry information – where this is required by the the awarding bodies, the Exams Officer will request this from HoF in a timely matter to ensure awarding body external deadlines are met.

Exam Entries

The Exams Officer will:

- Request final entry information from Curriculum/Subject Leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Inform HoFs of subsequent deadlines for making changes to final entry information without charge
- Confirm with HoFs final entry information that has been submitted to awarding bodies
- Ensure 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
- Observe each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments
- Accept withdrawals, amendments and changes of tier up to the dates set by the Awarding Organisations. These deadlines are available from the Awarding Organisation websites, and will be sent out via email by the EO with at least a week's notice.

Heads of Faculty will:

- 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

Candidates:

- Students will be entered for each prescribed public examination for which they have been prepared at school, except in cases where there are educational reasons for not doing so.
- Failure to complete essential components of NEA in the subject by stated deadlines for entry will mean students will not be entered for the examination.
- Individual candidate statements of entry will be printed and distributed to candidates by the Exams Officer. Candidates should confirm entry information is correct and notify the EO of any discrepancies.

Late entries

- Late entries are to be authorised by SLT.
- Under extreme circumstances very late entries will be accepted but these will be subject to a fee levied by the Awarding Organisation, which must be paid by the faculty making the request.

Exam Fees

- Normal registration and exam fees for the first sitting are paid by the Centre for candidates with an active enrolment.

- Reimbursement of fees will be sought from candidates who do not meet the necessary NEA requirements or fail to attend exams without medical evidence or proof of other mitigating circumstances

Private Candidates

- Requests for entry into examinations at the centre by private (external) candidates must be authorised by the Head of Centre. All fees, including invigilation charges and an administration fee, must be paid in advance by the candidate (or their parent/carer) before any entries will be made.

Timetables and Information for Candidates

The Exams Officer will:

- distribute exam timetables to students (hard copy) and staff (via email). The full timetable will be available on the school website and emailed to parents at the start of the summer term
- inform candidates of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- issue relevant JCQ information for candidates documents prior to exams
- Where relevant, issue further 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
 - wrist watches in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued

3. 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 named and approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility

until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

- 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)
- 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
- 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

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

Cyber Security

- The Head of Centre must ensure there are procedures in place to maintain the security of user accounts by:
 - a) Ensuring that all member of centre staff who access awarding bodies online systems undertake annual cyber security training. Suitable training resources can be found on the website of the National Cyber Security Centre: [NCSC.GOV.UK](https://www.ncsc.gov.uk) – Cyber security training for school staff.

The training **must** include:

- The importance of creating strong, unique passwords for all accounts;
- Keeping all account details strictly confidential;
- The critical role of the Multi-Factor Authentication (MFA) in protecting against unauthorised access;
- How to properly set up and use MAF for both centre and awarding bodies systems;
- An awareness of all types of social engineering/phishing attempts;
- The importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

Certificates of completed staff cyber training must be downloaded and held on file for inspection.

- b) Developing and maintaining a comprehensive cyber security policy for the centre using the NCSC for support.
- c) Implementing and enforcing robust security measures, including;
 - Mandatory MAF for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data;
 - Regularly reviewing and updating security settings to align with current best practices;

Conflict of Interest

- Where a conflict of interest occurs refer to the Conflict of Interest Policy

4. Access Arrangements and Reasonable Adjustments

The Head of Centre will:

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

The Access Arrangements Policy can be found on the school website and staff shared drive.
...The Head of Centre/Senior Leadership Team will... have a **written** process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ publication *Access Arrangements and Reasonable Adjustments*... ([GR 5.4](#))

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

The SENDCo will:

- Ensure 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
- Ensure the candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- 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
- Have a process in place to deal with emergency access arrangements as they arise at the time of exams
 - applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

Facilitating Access Arrangements

- It is the responsibility of the Exams Officer to ensure that any approved Access Arrangements are accommodated in all external examinations, and external invigilators will be used in conjunction with LSA's and Support Staff where necessary.
- Non-examination assessments and internal tests will be accommodated using internal staff where possible which is the responsibility of the teaching staff by negotiation with the SENDCo. Where this is not possible, the Exams Officer may arrange for external invigilators to support with the permission of the LT.
- All internal staff involved with invigilation and/or facilitating Access Arrangements must attend a training/refresher session every year. This will be conducted by the Exams Officer in line with JCQ regulations.
- The Exams Officer will provide cover sheets for access arrangement candidates' scripts where required for particular arrangements

Use of a Word Processor in Exams

The Word Processor policy can be found on the shared staff drive and is reviewed annually by the Exams Officer and SENDCo.

A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations or can work faster on a keyboard, or because he/she uses a laptop at home.

The use of a word processor must reflect the candidate's normal way of working within the centre.

A member of the centre's senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations. (AA 5.8)

Separate Invigilation

The SENDCo will determine whether candidates are eligible for separate invigilation (either in a smaller, shared room or entirely separately).

The SENDCo must make their decision based on:

- whether the candidate has a substantial and long term impairment which has an adverse effect; and
- the candidate's normal way of working within the centre.

For example, in the case of separate invigilation, the candidate's difficulties are established within the centre and known to a Form Tutor, a Head of Year, the SENDCo or a senior member of staff with pastoral responsibilities.

Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs. (AA 5.16)

The SENDCo, must ensure that the proposed access arrangement does not disadvantage or advantage the candidate. (AA 4.2.1)

5. Internal Assessment

The Head of Centre:

- must ensure procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking, and that all staff are aware of this process.

Internal Appeals

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

The Internal Appeals procedures can be found on the shared staff drive and on the school website. Students and Parents/Carers are sent a link to this section of the website during the first term of their exam year. (See also TPAT Complaints Policy in shared staff drive and school website)

The centre will... have in place and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates... (GR 5.7)

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

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 above)
- Ensures a **non-examination assessment policy** is in place for qualifications which include components of non-examination assessment

The Non-Examination Assessment policy can be found on the staff shared drive and on the website. Staff are signposted to this every year by the Exams Officer.

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

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

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

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

Additionally, each centre must have available for inspection an internal appeals procedure relating to internal assessment decisions. ([NEA 1](#))

The Centre is obliged to publish a separate policy with regard to appeals, which is available from the Exams Office, Shared Staff Drive and on the website.

The main points are:

- Appeals can only be made in relation to the process leading to an assessment. There is no appeal against the assessment decision i.e. the mark or grade awarded.
- Candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- In the first instance the student should raise any concerns about the assessment process with the teacher.
- If the student remains concerned having spoken to their teacher they should contact the Exams Officer.
- The student will be asked to make a written appeal which will be submitted to the relevant HOF. The grounds for the appeal must be clearly stated.
- The findings will be notified in writing, copied to the Headteacher/Executive Headteacher and recorded for Awarding Organisation inspection.

- 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

The Exams Officer:

- must signpost staff to the relevant JCQ documentation regarding NEA's and appeals against internal assessment marks at the start of each academic year. These documents will be available on the shared staff drive.
- will ensure that the work is despatched at the correct time and that a record of what has been sent, when and to whom is maintained. Work returned to the Centre after moderation will be logged and stored securely until it is returned to teaching staff after the deadline for post-results reviews has passed.

Teachers:

- will ensure all NEAs are marked/internally verified in line with Awarding Organisation requirements. Teachers have the responsibility to ensure that appropriate quality assurance procedures are followed to include internal verification of assessed work.
- Teachers will ensure that all internal verification is completed by School internal deadlines.
- Teaching staff are responsible for informing candidates of their marks for all internally marked assessments, allowing enough time for the candidate to make an appeal (at least one week). Teachers must inform their students of their right to appeal and provide any documentation, such as the mark scheme, to students on request before marks are issued.

Heads of Faculty:

- Must ensure marks for all internally assessed work are provided to the Exams Office by the teachers. These should be received by the Exams Office in order to meet the internal exams office deadline.

Candidates:

- Candidates who have to prepare NEA work should do so by the required date.
- Candidates must verify that the work completed is their own

Conflict of Interest

- Where a conflict of interest occurs refer to the Conflict of Interest Policy

6. Exam Days and Invigilation

Exam Rooms

- The Exams Officer in conjunction with SLT and the SENDCO will allocate candidates to exam rooms. Allocation of Invigilators will be the responsibility of the Exams Officer.

- The rooms will be booked in advance by the exams officer in liaison with other users
- Subject teachers will not be allowed in the exam room. In practical/technical exams Subject Teachers may be on hand in case of any technical difficulties.

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
- 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

The Exams Officer will:

- Deploy invigilators effectively to exam rooms throughout an exam series
- Provide a roving invigilator where a candidate and invigilator are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam
- Allocate invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaise with the SENDCo/Deputy SENDCo regarding the facilitation and invigilation of access arrangement candidates
- Request from invigilators with adequate prior notice, details of their availability for the upcoming exam seasons in order to ensure adequate invigilation provision
- Ensure exam rooms are set up and conducted as required in the regulations
- Provide invigilators with appropriate resources to effectively conduct exams
- Brief invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensure 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)
- Ensure 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
- Ensure 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
- Provide authorised exam materials which candidates are not expected to provide themselves

- Ensure invigilators and candidates are aware of the emergency evacuation procedure
- Ensure invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Site staff will:

- 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

Conflict of Interest

- Where a conflict of interest occurs refer to the Conflict of Interest Policy

Invigilators

- Invigilators will 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
- The Lead invigilator will start all exams in accordance with JCQ guidelines.
- External Invigilators should be used for all external exams where possible. The recruitment of Invigilators is the responsibility of the Exams Officer, supported by the Leadership team.
- Invigilators' rates of pay are set by TPAT.
- Securing the necessary Criminal Records Bureau (DBS) clearance for new Invigilators is the responsibility of the Personal Assistant to the Headteacher. Fees for securing such clearance are paid by the School.
- Invigilators are timetabled and briefed by the Exams Officer.

Identifying candidates in exam rooms

- The Exams Officer must ensure a procedure is in place to verify candidate identity including private candidates

Candidate Identification Procedure:

- Senior staff may be present at the start of the examination to assist with candidate identification (with the permission of the Head of Centre)
- Candidate cards showing name, Photograph, exam number and access arrangements will be laid out by the invigilators according to the seating plan before candidates enter the room.

- Once students enter the exam room and are seated, invigilators will check the photographs and candidate cards – in large rooms, invigilators will be allocated specific rows of candidates to check.
- External candidates will be asked to bring photographic identification with them which will be checked before they enter the exam room.
- Any discrepancy or irregularity will be reported immediately to the Exams Officer.
- 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 college must show photographic documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence.
- 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](#))

- The Exams Officer ensures exams are conducted according to JCQ and awarding body instructions
- The Exams Officer ensures invigilators are aware of the procedure and 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)

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

- External Candidates must provide identification in the form of their passport or driving licence. Internal candidates will be identified by the invigilators using photographic candidate cards.
- JCQ rules on candidates' use of mobile phones, watches and all electronic devices apply at all times. Candidates must not bring any unauthorised materials into the exam room.
- Normal Centre rules on uniform and behaviour apply.
- Disruptive candidates are dealt with in accordance with JCQ guidelines and the school's behaviour policy.
- Candidates will not be allowed to leave the exam room until the published finishing time. Toilet visits are allowed, but no additional time will be given unless the candidate has an established need and is entitled to Supervised Rest Breaks. Students who are entitled to Rest Breaks must only leave the room accompanied by an invigilator or the Exams Officer and remain under their supervision at all times until they return to the exam room. In the instance of candidates needing to leave the exam room for any other reason, for example because they are unwell, they must be supervised by an invigilator at all times. The Invigilator will record the time that candidates leave and return to the exam room on the Invigilator log.
- The Exams Office staff will attempt to contact any candidate who is not present at the start of an exam in line with JCQ guidelines. Students who are too unwell to take an examination should contact the school before the scheduled start time. The Exams Officer will then be able to offer advice on Special Consideration.
- Students are expected to be responsible for providing their own equipment for their exams. The Exams Office provide a minimal amount of 'spare' equipment in each venue but candidates are advised to ensure they bring all the equipment required for the exam.
- Candidates are not permitted to bring food into an exam room. Water, in a clear bottle with no label on is permitted. Squash, coloured liquids or fizzy drinks are not permitted. Exceptions to this are candidates with medical conditions (e.g. Diabetes) who may need to eat during an exam. Such candidates would be allowed rest breaks where they may leave the exam room to eat/drink in supervised conditions.

Clash candidates

- The supervision of candidates between exams is the responsibility of the Exams Officer. In cases of overnight supervision, candidates need to complete the appropriate documentation in accordance with JCQ regulations. This will only be considered where all other options have proved unsatisfactory, and only when the Headteacher is satisfied that the security of the examination can be maintained.

Candidate absence

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. ([ICE 22](#))

Invigilators:

- Are informed of the policy/process for dealing with absent candidates through training

- Will complete the attendance register at the start of the exam and immediately notify the Exams Officer of any absentees
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

The Exams Officer will:

- Arrange for absent candidates to be contacted by phone
- Inform their Year Leader/member of pastoral team

Candidates and Parents/Carers

- Must contact school on the day of exam to inform them of any absence
- Must provide medical evidence where needed for a Special Consideration request
- Are re-charged relevant entry fees for unauthorised absence from exams

Candidate late arrival

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. ([ICE 21](#))

- Candidates who arrive late must be accompanied into the exam room by a member of exams staff
- They must be asked to check for unauthorised materials before entering the exam room and advised of all other exam regulations as per the invigilator announcement at the start of the examination
- Candidates will be allowed the full time for the examination
- Candidates who arrive very late (normally after one hour of the published start time for the examination) will be warned that their script may not be accepted by the awarding body.
- The Exams Officer will ensure 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
- The Exams Officer ensures all invigilators are informed of the policy/process for dealing with late/very late arrival candidates through training
- Invigilators ensure that relevant information is recorded on the exam room incident log

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 arrangement notification 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

Dispatch of exam scripts

- The Exams officer will confirm 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

Head of Centre:

- 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 or Senior leader with responsibility for exams (in exams officers absence):

- Will accompany the Inspector throughout a visit

SENDCo or SEND Practitioner/ Access Facilitator:

- 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)

7. Special Consideration

Special consideration is given to a candidate who has temporarily experienced illness, injury or some other event outside of their control **at the time of the assessment**. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Special consideration can go some way to assist a candidate affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in their examinations. It cannot remove the difficulty faced by the candidate. This means that there will be some situations where candidates should not be entered for an examination. This is because only minor adjustments can be made to the mark awarded. To make larger adjustments would jeopardize the standard of the examination. (JCQ's **A guide to the special consideration process**, section 1)

This publication is further referred to in this policy as [SC](#)

Hayle Academy will submit any applications for special consideration where candidates meet the published criteria. (JCQ's [General Regulations for Approved Centres](#), section 5.9)

Head of Centre

- Is familiar with the contents, refers to and directs relevant centre staff to the annually updated JCQ publication [SC](#)
- Ensures that, where relevant and in eligible situations, applications for special consideration will be submitted to awarding bodies by the exams officer

Exams Officer

- Understands the criteria as detailed in [SC](#) to determine where candidates will/will not be eligible for special consideration
- Ensures that, where relevant and in eligible situations, applications for special consideration will be submitted to awarding bodies

Teaching staff/ SENDCo/Pastoral Lead

- Provide any appropriate evidence or information that may be required to determine a candidate's eligibility for special consideration

Candidates (or parents/carers)

- Provide any medical or other evidence that may be required to determine eligibility for special consideration

Applying for special consideration

Where eligible, special consideration will be applied for at the time of the assessment where candidates... have been fully prepared and have covered the whole course but performance in the examination, or in the production of coursework or non-examination assessment, is materially affected by adverse circumstances beyond their control. ([SC](#), section 2)

For candidates who are present for the assessment but disadvantaged Hayle Academy must be satisfied that there has been a material detrimental effect on candidate examination performance or in the production of coursework or non-examination assessment. ([SC](#), section 3)

1. Where a candidate may arrive for an exam and is clearly unwell, extremely distressed and/or may have sustained an injury that requires emergency access arrangements to be put in place:
 - the candidate will be kept comfortable and under supervision from the required time while appropriate arrangements are put in place for the candidate to take the exam in the best possible conditions
 - a judgement will be made on how the candidate's situation or disposition affected performance in the exam
 - where appropriate and where eligible, special consideration will be applied for
2. Where candidates may be affected by a major disturbance in the exam room (emergency evacuation etc.), special consideration will be applied for on behalf of all candidates.
3. Where a candidate takes multiple exams (three or more exams) timetabled for the same day and the total duration for those papers is more than 5 hours 30 minutes for GCSE exams including any approved extra time but not any time taken for supervised rest breaks, special consideration for an allowance on the last paper taken will be applied for.
4. Where a candidate may be affected by a minor disturbance in the exam room caused by another candidate (momentary bad behaviour, mobile phone ringing etc.), special consideration cannot be applied for.

If a candidate is absent from a timetabled component/unit for acceptable reasons, and the centre can support this, special consideration will be applied for if the exam missed is in the terminal series and the minimum requirements for enhanced grading in cases of acceptable absence can be met. For unitised examinations taken in an examination series prior to certification, candidates must be re-entered for any missed units at the next assessment opportunity. Unless there are difficulties arising, e.g. group performances which cannot be repeated, special consideration will not be awarded. ([SC](#), section 4)

Where other issues or problems affect a candidate or a group of candidates, special consideration will be explored in [SC 5](#) and applied for where eligible. This might include, for example:

- other certification
- coursework/non-examination assessment extensions
- shortfall in work (coursework/non-examination assessment)
- lost or damaged work (non-examination assessment components)
- candidates taking an incorrect or defective question paper
- candidates undertaking the wrong controlled assessment or non-examination assessment assignment

Where a candidate may be eligible for special consideration (a post assessment adjustment) in a vocational qualification, the centre will follow [SC 7](#) and awarding body guidance to determine if, when and how an adjustment can be applied for.

Processing applications for special consideration

Head of Centre

- Ensures that all eligible applications will be supported by signed evidence produced by a member of the senior leadership team

Senior Leadership Team

- Produce signed evidence in support of all eligible applications

Exams Officer

- Understands that special consideration must be applied for at the time of the assessment
- Understands that special consideration cannot be applied in a cumulative fashion and that where a candidate may be affected by different indispositions, special consideration should only be applied for the most serious indisposition
- Ensures applications will be processed as required by the awarding bodies
- Keeps evidence to support all applications on file until after the publication of results and provides the signed evidence provided by a member of the senior leadership team to support an application where this may be requested by an awarding body
- Meets the required deadline(s) for submitting applications

Teaching staff/SENDCo/Pastoral Leaders

- Provide any appropriate evidence or information that may be required to support a candidate's application for special consideration

Candidates (or parents/carers)

- Will be asked to provide any required medical or other evidence that may be required to support an application for special consideration
- Will be informed that all cases must be dealt with by the centre

Submitting applications for special consideration

Where a candidate or group of candidates is/are eligible for special consideration, applications will be submitted to the relevant awarding body following the published processes in [SC](#).

[Evidence to support all applications will be kept on file until after the publication of results.](#)

Timetabled written exams

- Applications for individual candidates will be submitted online by logging into the relevant awarding body secure extranet site and following the links to special consideration
- The processes for submitting a single application to cover all exams affected where a candidate is present but disadvantaged and a separate application for each day on which exams are missed where a candidate is absent from an examination for an acceptable reason detailed in [SC 6](#) will be followed
- For other qualifications, applications will be submitted online where the awarding body's secure system accepts these

- The paper [form 10 Application for special consideration](#) will only be completed and submitted to the awarding body where a paper application is specifically required by the awarding body
- For cases involving groups of candidates, applications will be made online where the awarding body's secure system accepts group applications or form 10 will be completed
- The paper [form 14 Self certification form](#) (Self certification for candidates who have missed an examination) will only be completed by a candidate where circumstances warrant this and will not be used where the centre knows the candidate was ill

Internally assessed work

- Where appropriate, applications will be made online where the awarding body's secure system accepts them or form 10 will be completed and submitted to the awarding body
- Where a short extension to a work submission deadline for an individual candidate is being requested, the awarding body will be contacted directly
- Where an application relates to a shortfall in work for an individual candidate, this will be submitted online or by completing form 10, dependent on the awarding body

Post assessment adjustments – vocational qualifications

- Where the learner's circumstances are eligible, form 10 or [form VQ/SC Application for special consideration Vocational qualifications](#) will be completed and submitted to the awarding body

Private candidates

- Any private candidate entered by the centre must liaise with the exams officer (not the awarding body) regarding any application for special consideration

Late applications

If, after the publication of results for a particular exam series, a claim is made that special consideration was not applied for at the time of an assessment where a candidate was eligible, the claimant will be informed that late applications will only be accepted by an awarding body in the most exceptional circumstances and where a member of the senior leadership team is able to produce evidence to support a late application.

If a claim is made after the completion of a review of results, the claimant will be informed that an application for special consideration cannot be submitted.

Conflict of Interest

- Where a conflict of interest occurs the Deputy Headteacher will assume the role of the Headteacher and refer to the Conflict of Interest Policy for reference.

8. Malpractice/Maladministration and Irregularities

Head of Centre

- 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 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 (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

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

- Where a candidate is being disruptive, the invigilator must warn the candidate that they 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.
- 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)

Further information on malpractice can be found in the document 'JCQ Suspected Malpractice' located on the shared staff drive and at: <http://www.jcq.org.uk/exams-office/malpractice>

9. Results, Reviews of Results and Certificates

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

The Exams Officer will:

- Inform candidates in advance of when and how results will be released to them for each exam series
- Access results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolve any missing or incomplete results with awarding bodies
- Issue statements of results to candidates on results day
- Provide details of results, grade boundaries and other relevant information to teaching staff on results day
- Provide candidates and Centre staff with information regarding post results services and fees.
- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

Senior Leaders will:

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure senior members of staff are accessible to candidates after the publication of results so that results may be discussed 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

Site staff will:

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

Candidates:

- All individual candidate statements of results for General Qualifications received during the course will be collected in person from the School, by the candidate themselves, a nominated relative (with written permission from candidate), or posted to their home address if requested in writing.

Post-Results Services

Reviews of Results

- The Centre is obliged to publish a separate policy with regard to post result reviews and

appeals, which is available from the Exams Office, Staff Shared Drive and on the website.

- RoRs for General Qualifications may be requested by staff or candidates if there are reasonable grounds for believing there has been an error in marking. The Awarding Organisation's fee is payable by the candidate or, in exceptional circumstances, by the school.
- If a result is queried, the Exams Office in conjunction with teaching staff or Head of Centre will investigate the feasibility of asking for a review of marking. If there is a change in unit grade the candidate will receive a refund from the Awarding Body via the Exams Office.

Access To Scripts

- After the release of results of General Qualifications, candidates may request the return of papers within the Awarding Organisations' stated deadlines. Candidates will be expected to pay any fee charged by the Awarding Body for this service. Where an Awarding Organisation supplies the requested script electronically, the Exams Office will print the script for the candidate.
- Teaching staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained, and the school will cover the cost of the Awarding Body's fees.

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 all 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:

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

Certificates

- Certificates are provided to centres by awarding bodies after results have been confirmed.
- Certificates are collected in person by the candidate on Presentation Evening or at a later date if necessary.
- Certificates are not withheld from candidates.
- 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
- Due to the number of requests received from former students, and the cost of replacement certificates, the school will retain all uncollected certificates securely, space permitting. However, the school is only required to retain certificates for one year, after which they may be destroyed. The school will keep records of when certificates are destroyed, which will be retained for 4 years.

Retention of Records

Exams Officer

- Keeps records as required by JCQ and the awarding bodies for the required period, to include:
 - Access arrangements information
 - Attendance registers
 - Delivery and despatch logs
 - Entry information

- Exam room incident logs
- Invigilation records
- Malpractice records
- Proof of postage for internal assessment submissions
- Seating plans
- Special consideration information
- Very late arrival records/outcomes
- These records will be kept until the deadline for any reviews of marking has passed, or until any appeal, malpractice or other enquiry has been completed, whichever is later. After this time, they will be destroyed confidentially.
- Keeps records as required by the school's records management policy
- Stores uncollected certificates securely, making them available for collection upon requests
- Keeps records of when certificates have been destroyed for a period of four years

SENDCO

- Keeps detailed records for each current student entitled to access arrangements, including: their approved application, evidence of need, Form 8 (where applicable) and signed data consent notice.
- After students leave school, these records will be transferred to the exam secure room and stored for the required period.

Heads of Faculty

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

Conflict of Interest

- Where a conflict of interest occurs involving the Headteacher, the Deputy Headteacher will assume the role of the Headteacher and refer to the Conflict of Interest Policy for reference.