



# Exams Policy

## Including procedures for Non-Exam Assessments (NEA) and Contingency Policy

**Approved by:** FGB **Date:** September 2021

**Last reviewed on:** September 2021

**Next review due by:** September 2022

**Dissemination of the Policy: All staff and Governors, School Website**

### History of policy changes

Date	Version	Change	Origin of change e.g. change in legislation, request by TU	Changed by

*This document should be read in conjunction with the JCQ GR, ICE & Access arrangements booklets*

## **Contents**

Rational

Roles & Responsibilities

- Head of Centre
- Senior Leader responsible for exams
- Exams Officer
- SENDCO
- Curriculum Leaders
- Subject Teachers
- Lead Invigilator/Invigilator
- Attendance Officer
- Reception staff
- Network Manager
- Site staff
- Candidates

Qualifications offered

Exam Seasons

Timetables

Entries

Conflict of Interest

Withdrawal from a subject

Exam Fees

Data Protection

Safeguarding

Equality Act 2010

Access Arrangements for Reasonable Adjustments

Word Processors

Candidates withdrawn from the main exam hall

Contingency Planning

Emergency Evacuation

Private Candidates

Managing Invigilators

Malpractice

Exam days

Exam clashes

Late arrivals

Very Late arrivals

Internally Assessed Work & Non-Exam Assessments

Results

Enquiries About Results (EARS)

Access To Scripts (ATS)

Certificates

Special Consideration

Exams Archiving

Lockdown

Complaints & Appeals – general

Appendices

## **Rationale**

The purpose of this exam policy is:

- To ensure the planning and management of exams is conducted efficiently and in the best interest of candidates
- To ensure the operation of an efficient exam system with clear guidelines for all relevant staff

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

The exam policy will be reviewed every year in conjunction with the release of updated documents from JCQ.

The exam policy will be reviewed by the Senior Leader responsible for exams, Exams Officer and Governors.

## **Roles and Responsibilities**

### **Head of Centre**

- Understands the contents, refers to and directs relevant centre staff to updated JCQ publications including:
  - General Regulations for approved centres
  - Instructions for Conducting Examinations (ICE)
  - Access Arrangements, Reasonable Adjustments and Special Considerations
  - Suspected Malpractice in Examinations and Assessments Malpractice
  - Instructions for Conducting Non-Exam Assessments
  - Review of Marking Centre Assessed Work
- Ensures the exams officer and other relevant centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures that the SENDCO or qualified access arrangements assessor, has the correct qualifications to carry out their role in relation to the Access Arrangements for Examinations and that evidence of their qualification is held on file.
- Ensures CL and subject teaching staff have the necessary and appropriate knowledge, understanding, skills and training to set, conduct, assess and mark non-examination assessments and to authenticate candidates work
- Be confident that appropriate internal moderation, standardisation and verification processes are in place for all centre assessed work
- Investigate suspected malpractice by either a member of staff, candidate or invigilator in consultation with the senior leader with responsibility for exams immediately.
- Ensures arrangements are made for the centre to be open on results day
- Ensures the provision of staff on results day
- In the event of the HOC and Deputy HOC being unavailable during an exam series please see Escalation Policy Appendix 7

## **Senior Leader Responsible for Exams**

- Understands the contents of and updates the examination policy in line with the annually updated JCQ publications including:
  - General Regulations for approved centres
  - Instructions for Conducting Examinations (ICE)
  - Access Arrangements, Reasonable Adjustments and Special Considerations
  - Suspected Malpractice in Examinations and Assessments Malpractice
  - Instructions for Conducting Non-Exam Assessments
  - Review of Marking Centre Assessed Work
- Supports the Exams Officer to ensure the smooth and efficient running of all internal and external exams in line with all updated policies and procedures
- In consultation with the head of centre, deals with any issues of malpractice by a member of staff, candidate or invigilator immediately.
- Makes final decisions on whether a candidate should be entered for a particular subject in consultation with the candidate, Parents/Carers, SENDCO (where appropriate), CL/HOH and subject teacher
- In conjunction with the exams officer and SENDCO, makes decisions regarding rooming for access arrangement candidates and any other candidate where it is deemed necessary for them to be withdrawn from the main exam hall (see Access Arrangements for Reasonable Adjustments Pg3, 7 and Candidates withdrawn from the main exam hall Pg9)
- Informs the exams officer of any decision to withdraw a candidate from any subject
- Ensures all candidates are briefed on expectations in an exam prior to each exam series
- In conjunction with the exams officer and SENDCO, organises all internal exam timetables and invigilation timetables
- In conjunction with CL, co-ordinates the schedule of non-exam assessments to ensure they are appropriately timed to support the candidate whilst not causing conflict with other subject areas, rooms and/or resources
- Ensure all staff and students are aware of the calendar of non-exam assessments

## **Exams Officer**

- Manages the overall administration of internal and external exams
- Account for income and expenditures relating to all exam costs/charges
- Understands the contents of and checks changes in the annually updated JCQ publications including:
  - General Regulations for approved centres
  - Instructions for Conducting Examinations
  - Access Arrangements, Reasonable Adjustments and Special Considerations
  - Suspected Malpractice in Examinations and Assessments
  - Instructions for Conducting Non-Exam Assessments
  - Review of Marking Centre Assessed Work
- Signposts relevant centre staff to JCQ publications and awarding body documentation related to the exams process that has been updated
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and contingency plans are in place (See Appendix 1)
- Ensures that there is an up to date Emergency Evacuation Plan in place (See Appendix 2)

- Approves relevant access rights for centre staff to access awarding body secure extranet sites
- Circulates all relevant deadline dates to CL
- Advises the senior leadership team, CL and other relevant teaching/support staff on annual exam timetables and application procedures as set by the various awarding bodies
- Oversees the production and distribution, to all centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events
- Manages any Conflict of Interest between school staff and candidates and advises the boards accordingly by the timescales required.
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
- Ensures all CL receive annually in line with JCQ an electronic copy of
  - Instructions for Conducting Non-Exam Assessment
  - Review of Marking Centre Assessed Work
- Ensure ICT support are aware of the full exam timetable in advance in order to ensure there is always at least one ICT Manager available at all times on school site during an exam series
- Ensure ICT support receive a copy of the JCQ guidance re the use of word processors annually
- Provides and confirms detailed data on estimated entries
- Maintains systems and processes to support the timely entry of candidates for their exams
- Receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the JCQ guidelines
- In conjunction with the SENDCO, administers access arrangements in line with JCQ guidance
- Ensures that a copy of the SENDCO/assessors' qualification is held on record for inspection purposes
- In conjunction with the SENDCO, organises rooming for all candidates including those requiring access arrangements
- Ensures that the centre complies with the Equality Act 2010, including making reasonable adjustments to the service that is provided to the candidate in accordance with the requirements defined by the legislation, awarding bodies and JCQ
- Ensure invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Organises the recruitment, timetabling, and briefing of a team of exam invigilators responsible for the conduct of exams (see Managing Invigilators Pg14)
- Ensure all invigilators sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Keeps a record of the training given to invigilators until the deadline for enquiries about results has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is the later
- Ensure invigilators supervising access arrangement candidates understand their role and the rules and regulations of the access arrangement(s)
- Consults with teaching staff to ensure that internally assessed work is completed on time and in accordance with JCQ guidelines
- Ensures candidates' internally assessed work marks are submitted, along with any other material required by the appropriate awarding bodies correctly and on schedule
- Tracks, dispatches, and stores returned internally assessed work

- Identifies and manages exam timetable clashes in line with JCQ regulations (see Exam Clashes Pg15)
- Provides the JCQ "Information for Candidates" documents along with any other relevant information to all candidates in advance of each exam series (see JCQ ICE Appendices 4 & 5)
- Ensures that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidate's preparation for the examination, **is not an invigilator during the examination or on-screen test**
- Deals with any special consideration requests in line with JCQ guidance, ensuring the candidate understands the requirement for appropriate evidence from their doctor to be provided within three days of the exam
- Be aware of absent candidates and escort late arrivals into the exam when necessary and in line with JCQ guidance (see Late Arrivals Pg15 and Very Late Arrivals Pg16)
- Has procedures in place to identify candidates (see Appendix 6)
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the senior leadership team, any post results service requests including the request for an EAR or ATS

## SENDCO

- Is familiar with the contents of, refers to and directs relevant centre staff to annually updated JCQ publications including
  - Access Arrangements, Reasonable Adjustments and Special Considerations
- Inform subject teachers of candidates with existing special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams
- Ensures that a copy of the assessor's qualification is held on file by the exams officer
- Identification and testing (see below) of candidates' requirements for access arrangements and notifying the exams officer in good time so that they are able to put in place exam day arrangements
  - If not the qualified access arrangements assessor, works with the person appointed on all matters relating to assessing candidates and the administration of the assessment process
- Follow up any concerns raised by teaching staff, Teaching Assistants and CL regarding possible access requirements
- Liaises with teaching staff and Teaching Assistants to gather evidence of a candidate's normal way of working and to support the need for access arrangements for a candidate
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Processes any necessary applications in order to gain approval
- Works with the exams officer to provide the access arrangements required by candidates in exams rooms
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Provides and annually reviews a centre rationale on the use of word processors in exams and assessment (see Word Processors Pg13)
- Ensures criteria for candidates granted separate invigilation within the centre, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms (see Candidates withdrawn from main exam hall Pg13)

## **Curriculum Leaders**

- In discussion with the senior leadership team, decide upon relevant and appropriate courses to be offered each year. If there is to be a change of specification from the previous year, inform the exams officer immediately that this decision has been confirmed
- Ensure they and all staff within their curriculum area keep themselves updated with awarding body teacher-specific information to ensure effective and correct delivery of suitable qualifications
- Accurate completion of internally assessed work mark sheets and declaration sheets
- Ensures they and all staff within their curriculum area undertake key tasks as detailed in this policy and meet all deadlines set by the exams officer and SENDCO
- Where appropriate ensures all subject teachers understand and follow the procedures for conducting non-exam assessments and understand the process and key dates for the review of marking centre assessed work as laid down in the following JCQ documents
  - Instructions for Conducting Non-Exam Assessment
  - Review of Marking Centre Assessed Work
- Ensure that appropriate internal moderation, standardisation and verification processes are in place for all centre assessed work
- Discuss any concerns regarding entry and/or changes to tiers with the senior leader responsible for exams in a timely manner to minimise the risk of late or other penalty fees being imposed by an awarding body and in line with the school process for withdrawal of candidates from courses (Withdrawal from a subject Pg11)
- Review subject and faculty results and request an appeal as appropriate
- Where appropriate, discuss re-sits with the senior leader responsible for exams. The cost of a re-sit will only be paid by the centre if authorised by the senior leader responsible for exams (see Exam Fees Pg11)

## **Subject Teachers**

- To have the highest expectations of all candidates they teach, expecting that barring exceptional circumstances out of their control, all candidates who start the course will complete it in full (see Withdrawal from a Subject Pg11)
- Undertake key tasks as detailed in this policy and meet all deadlines set by the CL, exams officer and SENDCO
- Keep themselves updated with awarding body teacher-specific information to ensure effective and correct delivery of suitable qualifications
- Ensures they have read and understand the following JCQ documents as relevant to the course(s) they are teaching
  - Instructions for Conducting Non-Exam Assessment
  - Review of Marking Centre Assessed Work
- Identifying candidates who may require access arrangements and informing relevant CL/SENDCO (as soon as possible after the start of the course)
- Ensure any candidate with access arrangements is given the opportunity to access this support for all formal and informal assessments as required throughout the course
- Raising concerns regarding entry with relevant CL/SLT as soon as they arise
- Ensures candidates' internally assessed work marks are submitted, along with any other material required by the appropriate awarding bodies, correctly and on schedule
- Review results and discuss possible appeals with CL as appropriate

## Lead invigilator/invigilators

- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Understands the contents of the relevant sections of the Pittville Exam Policy, Contingency Policy and JCQ publications including:
  - General Regulations for approved centres
  - Instructions for Conducting Examinations
  - Access Arrangements for Reasonable Adjustments
- Provide information as requested on their availability to invigilate
- Attend training, update, briefing and review sessions as required
- Assisting the exams officer in the efficient running of exams according to JCQ regulations
- Understand through training, the policy/process for dealing with absent candidates
- Understand through training, the policy/process for dealing with late and very late arrival candidates
- Understand through training, the policy/process for dealing with the school expectations regarding behaviour in examinations and will call for assistance should there be any concern
- Collection of exam papers and other material from the exam's office before the start of the exam
- Follow the procedure for verifying candidate identity provided by the exams officer (name cards with photograph of candidate) see Appendix 6
- Seat candidates in exam rooms as instructed by the exams officer on the seating plan
- Ensure that absent and late candidates are clearly marked as such on the attendance register and seating plan
- Ensure that the exam **does not start before the published start time** if any candidate has not arrived (see Late Arrivals Pg15)
- Follow the rubric given for the start of all exams (see JCQ ICE Appendix 3)
- Remind all candidates of the penalties for bringing any banned items into the exam
- Remind all candidates of the need to have only a clear pencil case and water bottle in the exam room. Any labels on bottles must be removed
- Ensure all water bottles are placed on the floor at the start of the exam
- Remind all candidates to remove watches and place them in sight, on their desks
- When invigilating candidates using a word processor, check that "autosave" is set up on the machine and if not, ensures they remind candidates to save their work at regular intervals
- Supervise the candidates throughout the whole time the examination is in progress and give complete attention to this duty at all times
- Be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell
- Record any irregularities
- Move around the assessment area quietly and at frequent intervals
- Collection of all exam papers in the correct order at the end of the exam and their return to the exam's office

## Attendance Officer

- Supports the senior leader prior to an exam by making contact regularly reminding poor attenders of exam dates.



- Supports the senior leader responsible for exams on the day of the exam by making phone calls for any non-arrivals/poor attenders and where necessary the collection of candidates
- Supports the exams officer and senior leader responsible for exams on the day of exam by escorting late candidates into the exam room if necessary

### **Reception Staff**

- Support the exams officer in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials
- Supports the senior leader responsible for exams on the day of the exam by making phone calls for any non-arrivals/poor attenders
- Contact the exam officer, attendance officer and/or senior leader responsible for exams should a candidate arrive late after the start of an exam. The candidate should remain in reception and then be escorted into the exam by the exams officer, attendance officer or a senior leader

### **Network Manager**

- Ensure all laptops and computers to be used for exams are prepared and checked in advance of all exams in line with JCQ guidance (ICE Pg30 EO to ensure copy of this is sent to ICT annually). This includes "autosave" being set up on all machines
- Ensure Reading Software is running on all machines as necessary
- Ensure systems are in place to ensure all work is printed and checked by the candidate prior to them leaving the exam room. Where required, a memory stick must be provided to transfer and print work
- To be available at the start and end of all exams to ensure everything is in good working order

### **Site Staff**

- Support the exams officer in relevant matters relating to exam rooms, corridors and resources

### **Candidates**

#### **See Candidate Handbook – Appendix 11**

### **Qualifications offered**

- The qualifications offered at this centre are decided by the Senior Leadership Team in discussion with CL. They will always be cohort driven
- If there is to be a change of specification from the previous year, it is the role of the CL to inform the exams officer immediately
- Decisions on whether a candidate should be entered for a particular subject will be taken by the senior leader responsible for exams in consultation with the candidate, Parents/Carers, SENDCO (where appropriate), CL/HOH and subject teacher. Once a decision has been reached, the exams officer should be informed by the senior leader responsible for exams

## **Exam seasons**

- Internal exams are currently scheduled in December, January and June, with non-examined assessments taking place at appropriate times throughout the year
- External exams and assessment for all GCSE subjects are scheduled in the summer exam series by the exam boards. Exams for non-GCSE subjects will take place at other times as specified by the exam board schedule
- Where there is a choice, the exam series used is the decision of SLT in consultation with the CL
- Assessments which impact on whole school resources (e.g. hall), or on other subject areas, must be agreed with the senior leader responsible for exams
- Although not run with external invigilators, all internal exams are held under full external exam conditions

## **Timetables**

- Once confirmed, the exams officer will circulate the exam timetable for internal and external exams to candidates, parents, tutors, teaching and relevant support staff
- Timetabling and invigilation of internal exams is organised by the senior leader with responsibility for exams in conjunction with the exams officer and SENDCO

## **Entries**

- The centre will consider entries from former candidates and where appropriate external/private candidates
- The centre does not act as an exam centre for other organisations
- Candidates or parents/carers can request a subject entry, change of level or withdrawal. This will be dealt with by the senior leader with responsibility for exams in consultation with the CL/subject teacher and any other relevant staff (pastoral, SEND)
- Entry deadlines are circulated to CL by the exams officer (see roles of responsibility)
- Entries and amendments made after an awarding organisation's deadline can only be authorised by the senior leader with responsibility for exams in consultation with CL
- GCSE/BTEC re-sits can only be authorised by the senior leader with responsibility for exams in consultation with CL

## **Conflict of Interest**

- Conflicts of interest are managed in accordance with the JCQ General Regulations for Approved Centres (section 5.3). It is the responsibility of the Exams Officer to ensure that awarding bodies are informed (where required) of any relevant conflict declared by members of centre staff and records are maintained 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. (see Appendix 8)

## **Withdrawal from a Subject**

- It is the expectation that all candidates who start a course will complete it, entering all exams as appropriate
- A candidate can only be withdrawn from a subject for serious and significant reasons including long term absence or where to continue with a subject would be deemed detrimental to the health and well-being of the candidate

- All decisions regarding withdrawal will always be made in the best interests of the individual candidate involved and the potential impact they may have on other candidates
- Candidates will never be withdrawn because they are unlikely to achieve their target or a "good" grade. Subject teachers are expected to continue to work with a candidate even if their efforts are likely to result in the lowest grade
- Final decisions regarding withdrawal of a candidate from a subject will be made by the senior leader with responsibility for exams in consultation with the CL/subject teacher and any other relevant staff (pastoral, SEND)

### **Exam fees**

- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies
- Initial entry fees for all exams are paid by the centre
- Late entry or amendment fees may be charged to the curriculum area. This will be the decision of senior leadership team
- Re-sit fees, where authorised by the senior leader responsible for exams, will be paid by the centre
- Fee reimbursements are sought from candidates who fail to sit an exam without medical evidence or evidence of other mitigating circumstances
- In extreme cases, where attendance is a significant issue and through discussion and written agreement with both parent/carer(s) and the candidate, reduced entries may be agreed. In such cases, the parent/carer(s) may have to agree to meet the cost of any exam fees that the candidate fails to attend, prior to the final entry being made

### **Data Protection**

- The centre will comply with current legislation regarding Data Protection (see School Data Protection Policy)

### **Safeguarding**

- The centre will comply with current legislation regarding Data Protection (see Safeguarding Policy)

### **Equality Act 2010**

- The centre will comply with the current legislation, including making reasonable adjustments to the service that is provided to the candidate in accordance with the requirements defined by the legislation, awarding bodies and JCQ.

### **Access Arrangements for Reasonable Adjustments**

- The SENDCO or qualified access arrangements assessor, in conjunction with the exams officer, is responsible for the testing of, application for and implementation of access arrangements for all candidates (see roles of responsibility)
- Rooming for access arrangement candidates is the responsibility of the exams officer in consultation with the SENDCO and senior leader with responsibility for exams (see roles of responsibility)

- All decisions regarding rooming will always be made in the best interests of the individual candidates involved
- The SENDCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, making them aware of any access arrangements that an individual candidate can be granted during the course of the exam
- It is the responsibility of the subject teacher to ensure any candidate with access arrangements is given the opportunity to access this support for all formal and informal assessments as required throughout the course (see roles of responsibility)
- Candidates who fail to make full and appropriate use of the access arrangements available to them, may have them removed at the discretion of the centre

### **Word Processors**

- In line with JCQ guidance (JCQ AA Pg51) a candidate will be allowed to use a word processor with the spelling and grammar check facility/predictive text disabled, when it is felt to do so would significantly benefit their outcomes
- A candidate cannot simply request to use a word processor because they would prefer to type rather than write or because they can work faster on a keyboard
- Using a word processor should, where possible and appropriate, be the candidate's normal way of working within lessons and/or assessments
- The final decision regarding the use of a word processor will be made by the SENDCO in view of relevant evidence of need presented by a member of staff, the candidate or parent/carer
- The criteria used when making this decision will be if the candidate has one or more of the following:
  - a learning difficulty which has a substantial and long-term adverse effect on their ability to write legibly;
  - a medical condition;
  - a physical disability;
  - a sensory impairment;
  - planning and organisational problems when writing by hand;
  - poor handwriting.

This list is not exhaustive.

### **Candidates Withdrawn From the Main Exam Hall**

- Where there is documented evidence of a long term established difficulty, candidates may be withdrawn from the main exam hall. They may be placed with other appropriate Access Arrangement candidates or if necessary in a separate room
- Decisions regarding rooming for any candidate where it is deemed necessary for them to be withdrawn from the main exam hall will be made by the SENDCO in conjunction with the senior leader responsible for exams and exams officer (see roles of responsibility) in line with JCQ guidance (ICE Pg29)
- All decisions regarding rooming will always be made in the best interests of the individual candidate involved and the potential impact they may have on other candidates

## **Contingency planning**

- Contingency planning for exams administration is the responsibility of SLT responsible for exams and the exams officer - see Contingency Policy

(Appendix 1)

## **Emergency Evacuation**

- The Emergency Evacuation Plan is the responsibility of the exams officer

(see Appendix 2) section 25 (Pg46) JCQ ICE

## **Private candidates**

- The centre does not normally accept requests from private candidates however in the event of accepting a request managing private candidates is the responsibility of the exams officer

## **Managing Invigilators**

- External staff and/or internal support staff are used to invigilate all external examinations
- All internal examinations are invigilated by staff that would be teaching that year group at the time of the exam. The timetabling and invigilation of all internal examinations is the responsibility of the senior leader with responsibility for exams in conjunction with the exams officer and SENDCO (see roles and responsibilities)
- Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the Head's PA
- DBS fees for securing such clearance are paid by the centre
- Invigilators rates of pay are set by the Business Manager
- The overall management of Invigilators is the responsibility of the exam officer (see roles and responsibilities)

## **Malpractice**

- The Head of Centre, in consultation with the senior leader with responsibility for exams is responsible for investigating suspected malpractice. The Centre will follow the guidance in the JCQ publication Suspected Malpractice in Examinations and Assessments: Policies and Procedures, as directed in the JCQ ICE Pg24

## **Exam days**

- For both internal and external examinations, the exams officer, in conjunction with the senior leader with responsibility for exams, will book all exam rooms after liaison with other users and make the question papers, other exam stationery and material available for the invigilator
- Site management is responsible for setting up the allocated rooms as advised by the exams officer
- The lead invigilator will start all exams in accordance with JCQ guidelines (JCQ ICE Pg38)
- **ONLY** the senior leader with responsibility for exams, or another senior leader where necessary, approved by the head of the centre and who has not had overall responsibility

for the candidate's preparation for the exam, may be present at the start of the exam (JCQ ICE Appendix 8)

- In practical exams subject teachers may be on hand in case of any technical difficulties
- Exam papers must not be read by subject teachers or removed from the exam room before the end of the exam session
- Papers will be released to the CL after the published finish time for the paper concerned or after all candidates within the centre have completed the paper concerned (whichever is the later), in line with JCQ guidance.

### **Exam Clashes**

- If candidates are taking two or more examinations in a session and the total time is three hours or less, they will be given a supervised break of no more than twenty minutes between papers within a session. The break will take place within the exam room, under formal exam conditions at all times in line with JCQ guidance (JCQ ICE Pg14)
- If candidates are taking two or more examinations in a session and the total time is more than three hours including extra time and/or supervised rest breaks, the centre will arrange for one of the papers to be taken in an earlier or later session within the same day in line with JCQ guidance (JCQ ICE Pg14)
- Overnight supervision arrangements will only be applied in rare and exceptional circumstances. When a candidate has three or more examinations timetabled for the same day and the total duration for those papers is more than five and a half hours, including extra time and/or supervised rest breaks, candidates will be allowed to take an examination the following morning, including Saturdays in line with JCQ guidance (JCQ ICE Pg16)

### **Late Arrivals**

Pittville School exam start times:

- 09:00 morning sessions
- 13:15 afternoon sessions

### **JCQ states that dealing with candidates who are late for an exam is entirely at the discretion of the centre**

At Pittville School

- Candidates are considered "late" if they arrive after the exam has started
- Exams **WILL NOT** start before the published start time unless all candidates are present and ready
- Candidates that arrive late will be allowed to enter the exam room and will be allowed the full amount of time to complete the exam as long as the following circumstances allow
  - Full and appropriate supervision can be arranged, including access arrangements where necessary
  - Entry into the exam will not cause disruption to those candidates already in the exam
- Any persistently late candidates will be dealt with by the Headteacher or senior leader with responsibility for exams

## **Very Late Arrivals**

In line with JCQ guidance, a candidate will be considered “very late”

- if they arrive more than one hour after the published starting time for an exam which lasts one hour or more
- if they arrive after the awarding body’s published finishing time for the exam

In these circumstances, the JCQ procedures for very late candidates will be followed (JCQ ICE Pg42) Candidates that arrive very late will be allowed the full time to complete the exam as long as

- full and appropriate supervision can be arranged, including access arrangements where necessary
- they are made aware of and fully understand and accept that the awarding body may subsequently not accept their script

## **Internally Assessed Work**

- All staff involved in subjects which involve non-exam assessments must make sure they are fully up to date with and follow correctly the following JCQ documents
  - Instructions for Conducting Non-Exam Assessment
  - Review of Marking Centre Assessed Work
- Agreed dates and deadlines for the management of marking of non-exam assessments will be calendared at the start of the new academic year in order to ensure the correct process for the review of marking can take place in line with JCQ guidance and the school policy (see Appendix 3). This will be the responsibility of the senior leader with responsibility for exams (see roles and responsibilities)
- It is the duty of CL to ensure all non-exam assessments are ready for despatch at the correct time. The exams officer will assist by keeping a record of each despatch, including the recipient detailing the date and time sent

## **Results**

- Arrangements for the centre to be open on results day are made by the Head of the Centre
- The provision of staff on results day is the responsibility of the Head of Centre
- Candidates will receive a result slip on results day, in a sealed envelope
- If necessary, and by prior arrangement, candidates can request that their results are posted, in which case they must provide a stamped addressed envelope, or emailed to a personal email address previously made available to the centre
- If necessary, results can be collected on behalf of the candidate by providing the exams officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of results

## **Enquiries About Results (EAR)**

- An EAR may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidates written consent is required before an EAR can be requested (see appendix 4)

- If a result is queried, the exams officer, teaching staff and head of centre will investigate the feasibility of asking for a clerical re-check, review of marking, review of moderation or appeal at the centre's expense
- When the centre does not support a candidates' or parent's request for an EAR, the candidate or parent may still apply to have an EAR, however they will be expected to meet the cost
- Processing requests for an EAR is the responsibility of the exams officer (see roles and responsibilities)

### **Access To Scripts (ATS)**

- After the release of results, candidates may ask the centre to request the return of exam papers within 3 days of the receipt of results (see appendix 5)
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained
- Processing requests for ATS is the responsibility of the exams officer (see roles and responsibilities)

### **Certificates**

- Certificates are collected by the candidate at or after calendared Certificates collection afternoon
- Certificates can be collected on behalf of a candidate by a third party, provided they have written authority from the candidate to do so. Authorised persons must provide ID evidence on collection of certificates
- The centre retains unclaimed certificates for 12 months, after which they are destroyed

### **Special Consideration**

- is a post-examination adjustment to a candidate's mark or grade which reflects temporary illness, temporary injury or some other event outside of the candidate's 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.
- 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**, chapter 1)

The purpose of this is to identify roles and responsibilities in the special consideration process and confirms that Pittville School will submit any applications for special consideration where candidates meet the published criteria. (JCQ's GR, section 5.9)



## **Head of centre**

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

## **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 to support an application where this may be requested by an awarding body
- Meets the required deadline(s) for submitting applications

## **Teaching staff and/or SENDCO**

- 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 JCQ SC.

Evidence to support all applications will be kept on file until after the publication of results.

## **Timetabled written exams**

- For GCE and GCSE qualifications, 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 where a candidate is present but disadvantaged and a separate application for each day 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 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 deadline is being requested, the awarding body will be contacted directly
- Where an application relates to a shortfall in work, this will be submitted online or by completing form 10, dependent on the awarding body

### **Post assessment adjustments – vocational qualifications**

- Where relevant and eligible, form 10 or form VQ/SC Application for special consideration Vocational qualifications will be completed and submitted to the awarding body

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.

### **Exams Archiving**

The Centre will archive any exams-related information/records held by the exam's office

- Any hard copy Access Arrangements information held by the EO will be returned to the SENDCO as records owner at the end of the candidate's final exam series
- Any hard copy alternative site information/ overnight supervision records/attendance registers/seating plans/invigilation info (including invigilator training records)/special consideration/Dispatch logs will be kept until deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later (JCQ ICE 12, 22)
- Any hard copy publications provided by awarding bodies will be retained until the current academic year update is provided
- Any unwanted copies of scripts returned to the centre through the Access to Scripts (ATS) service will be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts. (JCQ GR 3.15)
- Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period will be logged on return to the centre and immediately returned to subject staff as records owner who will store securely until the deadline for a review of moderation has passed or until a review of moderation, an appeal or a malpractice investigation has been completed, whichever is later

- Will retain all unclaimed candidate certificates issued by awarding bodies under secure conditions for a minimum of 12 months from the date of issues (JCQ GR 5.14) which will then be shredded
- Conflict of interest records will be retained securely until after the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later (JCQ GR 5.3)
- Exam question papers for timetabled written exams, for confidential purposes, must not be released to centre personnel until after the awarding body's published finishing time for the examination or, in the case of a timetable variation, until all candidates within the centre have completed the examination. This does not restrict access to question papers by authorised centre personnel for the purpose of conducting examinations. (JCQ GR 6.12)
- Awarding body exam stationery provided solely for the purpose of external exams to be returned to the secure storage facility until needed for a future examination. Surplus stationery must not be used for internal school tests, mock examinations and non-examination assessments. Destroy confidentially any out-of-date stationery. (JCQ ICE 30)
- Examiner/Moderator reports will be immediately provided to CL as records owner
- Invoices related to exam fees will be returned to the Finance Office as records owner at the end of the academic year.
- Post-results services: hard copies or emails of candidate consent information must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.
- Proof of postage of candidates' work submitted to awarding body moderators must be retained for each packet of scripts, until the results are published, in case of loss or damage. (Proof of postage will provide evidence that the candidates' scripts have left the centre. This is taken to indicate that the scripts were written at the appointed time and that, should the scripts not be received by the awarding body/examiner, then special consideration may be possible) (JCQ ICE 29)
- Results information – any summary of candidate final grades by subject by exam series must be kept for the current year plus previous 6 years to be retained as a minimum.

### **Lockdown**

This details the measures taken at Pittville School in the event of a centre lockdown during the conducting of examinations and has been devised after consulting GOV.UK [Stay Safe](#) guidance.

See Appendix 9

### **Complaints and appeals process for general complaints**

This procedure confirms Pittville School's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.8) that 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.

See Appendix 9

## **Appendices**

1. Contingency Policy
2. Emergency Evacuation
3. Non-Exam Assessment (Review of Marking)
4. Enquiries About Results (EAR)
5. Access To Scripts (ATS)
6. ID verification
7. Escalation Process
8. Conflict of Interest
9. Lockdown during an exam
10. Complaints and appeals process
11. Candidates Handbook

## **Appendix 1**

### **Contingency Policy**

#### 1. Aims

This plan aims to:

- Examine potential risks and issues that could cause disruption to the management and administration of exams
- Mitigate the impact of disruptions by providing actions or procedures to follow

#### 2. Legislation and guidance

This plan complies with the [Joint Council for Qualifications \(JCQ\) General Regulations for Approved Centres](#), which requires all exam centres to have a written examination contingency plan/examinations policy.

It's also based on:

- Ofqual's [guidance on contingency planning](#)
- JCQ's [joint contingency plan](#)

#### 3. Responsibilities

##### 3.1 Head of Centre

The Head of Centre Mr Richard Gilpin will ensure that a written examination contingency plan/examinations policy is in place and covers all aspects of examination administration.

##### **3.2 Staff and invigilators**

Staff and invigilators involved in the centre's exam process are responsible for reading, understanding and implementing the contingency plan.

#### **4. Monitoring arrangements**

This policy will be reviewed by - Mrs Julie Pitt, Assistant Headteacher, responsible for examinations every year before each exam series. At every review, the policy will be shared with the governing board.

#### **5. Links with other policies**

This policy is linked to our:

- Main Exam Policy

## 6. Contingency plan

The table below sets out examples of scenarios where a contingency plan may be needed to minimise risk to examination administration. These are based on the JCO's joint contingency plan, and are consistent with Ofqual's current contingency planning guidance.

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Disruption of teaching time in the weeks before an exam – centre is closed for an extended period	When the centre is closed and candidates are unable to attend for an extended period during normal teaching or supported study time, interrupting the provision of normal teaching and learning, e.g. if the centre is forced to close due to increasing rates of COVID-19	<p>Seek advice from relevant awarding organisations and JCQ</p> <p>Have a contingency plan to facilitate alternative methods of learning, alternative venues or both</p> <p>Offer candidates an opportunity to sit any examinations missed at the next available series</p> <p>Communicate any changes to your plans with parents and pupils</p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher)
Candidates unable to take examinations because of a crisis – centre remains open	In the event that candidates are unable to attend examination centres to take examinations as normal, e.g. sickness bug, or if they are self-isolating due to coronavirus	<p>Communicate with relevant awarding organisations at the outset to make them aware of the issue</p> <p>Liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with relevant awarding organisations</p> <p>Communicate any changes to your plans with parents and pupils</p> <p>Offer candidates an opportunity to sit any examinations missed at the next available series</p> <p>Apply to awarding organisations for special consideration for candidates where they have met the minimum requirements</p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher)

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Centre is unable to open as normal during the examination period	In the event that the centre is unable to open as normal for scheduled examinations, e.g. a fire at the centre, or increasing rates of coronavirus forces it to close	<p>Inform relevant awarding organisations as soon as possible</p> <p>Refer to emergency plans and/or health and safety policy, where appropriate</p> <p>Head of Centre will decide whether the centre is safe to open, based on advice or instructions from relevant local or national agencies</p> <p>Use alternative venues in agreement with relevant awarding organisations</p> <p>Communicate any changes to your plans with parents and pupils</p> <p>Apply to awarding organisations for special consideration for candidates where they have met the minimum requirements</p> <p>Offer candidates an opportunity to sit any examinations missed at the next available series, if possible</p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher)
Disruption in the distribution of examination papers	In the event that there is disruption to the distribution of examination papers to centres in advance of examinations	<p>Find out from the awarding organisation if they're able to organise an alternative courier and time to deliver hardcopies</p> <p>If the above isn't possible, contact awarding organisation to arrange receipt of electronic access to papers via a secured external network</p> <p>Electronic papers can be received, made and stored papers under secure conditions</p> <p>As a last resort, the awarding organisation may consider rescheduling the examination</p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher) and Marian Green (Exams Officer)

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Disruption to the transportation of completed examination scripts	In the event that there is a delay in normal collection arrangements for completed examination scripts	<p>If your examinations are part of the national 'yellow label service' or where your awarding organisation arranges collections, seek advice from awarding organisations and their normal collection agency regarding collection</p> <p>Only make alternative arrangements after approval from awarding organisation and make sure papers are securely stored until collection</p> <p>Ensure secure storage of completed examination papers until collection</p> <p>If your centre makes its own transportation arrangements, investigate alternative arrangements that comply with the <a href="#">JCO's instructions for conducting examinations</a></p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher) and Marian Green (Exams Officer)
Assessment evidence is not available to be marked	In the event of large-scale damage to, or destruction of, completed examination scripts or assessment evidence before it can be marked, e.g. a fire at the centre destroys completed examination scripts	<p>Communicate this immediately to the relevant awarding organisation(s), candidates and their parents or carers</p> <p>Where possible, the awarding organisation will generate candidate marks based on other appropriate evidence of candidate achievement</p> <p>Where marks cannot be generated by awarding organisations candidates may need to retake affected assessment in a subsequent assessment series</p>	David Eagleton (Deputy Headteacher) and Julie Pitt (Assistant Headteacher)



SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Centre is unable to distribute results as normal or facilitate post results services	In the event that the centre is unable to access or manage the distribution of results to candidates, or to facilitate post results services	<p>Contact awarding organisations about alternative options</p> <p>Plan to access results at an alternative site</p> <p>Share facilities with other schools/colleges if possible</p> <p>Coordinate access to post results services from an alternative site</p> <p>Contact the relevant awarding organisation if electronic post results requests are not possible</p>	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p>
Absence of the Exams Officer	In the event that the Exams Officer is unable to come into school to perform their role or cannot perform their role at all.	<p>The Data Manager will step in to formally run the exam series, with the remote assistance of the Exams Officer if possible.</p> <p>The Data Manager will be fully trained each year in the administration of Exams in accordance with JCQ ICE booklet</p> <p>The Assistant Headteacher responsible for exams will oversee and work closely with the Exams Officer elected replacement during the exam series and Exam Officer remotely if possible</p>	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p> <p>and Steve Edwards (Data Manager)</p>
In the event of the absence of invigilation staff	In the event that there are insufficient trained invigilators at the centre	The Exams Officer will take steps prior to any exams series to ensure that spare invigilation staff are available, using support staff, and putting any training into place for such personnel.	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p> <p>and Marian Green (Exams Officer)</p>

SCENARIO	WHEN TO IMPLEMENT	ACTIONS	PERSON(S) RESPONSIBLE
Failure of IT systems	In the event that there is a failure of IT systems	<p>The centre will ensure that there is always at least one IT Manager available at all times on school site during an exam series</p> <p>All IT staff will be fully aware of the equipment required to undertake the exams series and therefore mitigate any scenarios that may occur in readiness for the exams</p> <p>Any failure of IT equipment at the time of an exam will be replaced by manual systems such as trained support staff for Readers/Scribes</p>	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p> <p>and Emily Bottell (SENDCO)</p> <p>and Craig Apperley (Assistant SENDCO)</p> <p>IT Managers (Andy Gamble and James Wood)</p>
Lack of Appropriate Exam Rooms	In the event that there is a failure of appropriate exams room	<p>The Exams Officer and SLT will re-organise classes to ensure that there are rooms available for examinations to take place under the appropriate exam conditions.</p> <p>The Centre will where necessary seek additional exam space from local government buildings, e.g. Pittville Pump Rooms on approval from JCQ and the Exams Boards or other local primary schools with links to the Centre</p>	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p> <p>and Marian Green (Exams Officer)</p>
Emergency evacuation of the exam room	When there is an emergency at the centre during an exam	See Separate Emergency evacuation section within the main Exams Policy	<p>David Eagleton (Deputy Headteacher)</p> <p>and Julie Pitt (Assistant Headteacher)</p> <p>and Marian Green (Exams Officer)</p>

## **Appendix 2**

### **Emergency Evacuation**

#### **Key staff involved in the emergency evacuation policy/procedure**

Head of Centre	<b>Richard Gilpin</b>
Exams Officer	<b>Marian Green</b>
Senior Leaders	<b>David Eagleton and Julie Pitt</b>
SENDCO	<b>Emily Bottell</b>
ASSISTANT SENDCO	<b>Craig Apperley-Tibbotts</b>

#### **Purpose of the section**

This details how Pittville School deals with an emergency evacuation of the exam room(s) by defining staff roles and responsibilities and confirming the emergency evacuation procedure.

#### **When is an emergency evacuation required?**

An emergency evacuation is required where it is unsafe for candidates to remain in the exam room. This might include a fire in the exam room, the fire alarm sounding to warn of fire, bomb alert or other serious threat.

In exceptional situations, where candidates might be severely disadvantaged or distressed by remaining in the exam room, the emergency evacuation procedure may also need to be followed. This might include situations where there is severe disruption in the exam room, serious illness of a candidate or invigilator or similarly serious incidents.

As each incident may be different, advice will be sought from the relevant awarding body as soon as it is safe to do so, particularly where the centre is concerned about the security of the examination(s). (ICE 25.4)

Where candidates are unable to return to the building to complete the examination, the relevant awarding body will be contacted immediately for advice. The awarding bodies have procedures in place to ensure that candidates are not disadvantaged where they are unable to complete the examination due to circumstances beyond their control. (ICE 25.5)

---

## **Emergency evacuation of an exam room**

### **Roles and responsibilities**

#### **Head of centre**

- Ensures the emergency evacuation policy for exams is fit for purpose and complies with relevant health and safety regulation
- Ensures any instructions from relevant local or national agencies are referenced and followed where applicable, including information from the National Counter Terrorism Security Office on the Procedures for handling bomb threats  
<https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>
- Where safe to do so, ensures candidates are given the opportunity to sit exams for their published duration

#### **Senior leader responsible for examinations**

- Where responsible for the centre-wide emergency evacuation procedure, ensures all staff and appointed fire marshals are aware of the policy and procedures to be followed when an emergency evacuation of an exam room is required

#### **SENDCO**

- Ensures appropriate arrangements are in place for the emergency evacuation of a disabled candidate from an exam room where different procedures or assistance may need to be provided for the candidate
- Ensures the candidate is informed prior to taking their exams of what will happen in the event of an emergency evacuation

#### **Exams officer**

- Ensures invigilators are trained in emergency evacuation procedures and how an incident and actions taken must be recorded
- Ensures candidates are briefed using assemblies and the candidate handbook prior to exams taking place, on what will happen in the event of an emergency in the exam room
- Provides invigilators with a copy of the emergency evacuation procedure for every exam room
- Provides a standard invigilator announcement for each exam room which includes appropriate instructions for candidates about emergency procedures and what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room

- 
- Liaises with the SENDCO and other relevant staff prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
  - Briefs invigilators prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
  - Ensures appropriate follow-up is undertaken after an emergency evacuation reporting the incident to the awarding body and the actions taken through the *special consideration* process where applicable (in cases where a group of candidates have been disadvantaged by a particular event)

### **Invigilators**

- By attending training and/or update sessions, ensure they understand what to do in the event of an emergency in the exam room
- Follow the actions required in the emergency evacuation procedure issued to them for every exam room
- Confirm with the exams officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating
- Record details on the exam room incident log to support follow-up reporting to the awarding body by the exams officer (see below)

### **Other relevant centre staff**

- Support the senior leader, SENDCO, exams officer and invigilators in ensuring the safe emergency evacuation of exam rooms

### **Recording details**

As soon as practically possible and safe to do so, details should be recorded. Details must include:

- the actual time of the start of the interruption
- the actions taken
- the actual time the exam(s) resumed
- the actual finishing time(s) of the resumed exam(s)

Further details could include:

- report on candidate behaviour throughout the interruption/evacuation
- a judgement on the impact on candidates after the interruption/evacuation

## Emergency evacuation procedure

Invigilators are trained in this procedure and understand the actions they must take in the event of a fire alarm or other emergency that leads to an evacuation of the exam room.

Emergency evacuation procedure
<b>Actions to be taken</b> (as detailed in current JCQ Instructions for conducting examinations section 25, <b>Emergencies</b> )
Stop the candidates from writing
Collect the attendance register (in order to ensure all candidates are present)
Evacuate the examination room in line with the instructions given by the appropriate authority
Advise candidates to leave all question papers and scripts in the examination room Candidates must be advised to close their answer booklet
Ensure candidates leave the room in silence
Ensure the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination
Make a note of the time of the interruption and how long it lasted
Allow the candidates the remainder of the working time set for the examination once it resumes
If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination
Make a full report of the incident and of the action taken, and send to the relevant awarding body
<b>Additional centre-specific actions to be taken</b>
In the event of a fire alarm, evacuate the examination room immediately
Evacuate the room by the nearest fire exit
Escort Candidates to the assembly points (Tennis courts for Hall), (car park for AA rooms) and await further instructions
When/if allowed to return to the examination room, allow candidates time to settle down, reminding them they are still under formal examination conditions and that they must not open their answer booklets until instructed to do so.
Announce clearly to candidates when they may begin and how much time they have (the examination will formally restart after this point.
Record the time the examination(s) restarted and amend the displayed finishing times

---

Record as much detail on the exam room incident log when able to do so (ensuring candidates are continually supervised and giving complete attention to this duty at all times) and ensure the exams officers are fully briefed at the end of the examination(s) to enable a full report to be submitted to the awarding body/bodies.

Where not allowed to return to the examination room, or the decision is made by the appropriate authority that the examination(s) cannot be resumed, the centre's Exam Contingency Plan will be invoked and invigilators will be briefed accordingly at the time

---

## **Appendix 3**

### **Review of Marks for the management of Non-Examined Centre Assessed Work**

1. Pittville School is committed to ensuring that whenever its' staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
2. Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Pittville School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
3. Pittville School will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body. Candidates will be provided with materials to assist them in considering whether to request a review of the centre's marking of the assessment at the time that they are informed of the centre assessed marks.
4. At the time of centre assessed marks being made available to candidates, they will also be given, in writing, a date and time by which a request to review the marking must be made. All requests must be made formally, in writing by the date and time indicated. All written requests must be handed in to the exams officer where it will be recorded and signed for. **NO LATE REQUESTS WILL BE ACCEPTED.** All requests must be signed by the candidate and the parent(s)/carer(s). This request must include clear reasons why the candidate is requesting a review of the marking.
5. Candidates and parent(s)/carer(s) will be made aware that any review **could lead to marks being brought down as well as increasing.**
6. Pittville School will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline (see set dates which will be agreed and issued to CL at the start of each academic year by the exams officer in discussion with the senior teacher responsible for exams)
7. Pittville School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. Pittville School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The results of any review will be given to the exams officer by 9:00am the following day. The candidate will be informed in writing of the outcome of the review of the centre's marking. A phone call will be made to inform the parent(s)/Carer(s), followed by a letter confirming the outcome.



- 
10. The outcome of each review of the centre's marking will be made known to the head of centre. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.
  
  11. After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Pittville School and is not covered by this procedure.



Date

Dear Student

Please find enclosed a copy of the marks awarded for all non-examined centre assessed work (NEA) for all of the GCSE exam courses that you are following. You will also find a copy of the exam board marking criteria which your teachers have used when assessing your work.

Your work has been marked by your teacher and moderated within school to ensure that the final marks awarded are fair and in line with the exam board marking criteria. Should you feel there is an error in the marks that have been awarded, you can request a review of the marks.

A request for a review of the marks must be made in writing by completing the attached form. You must clearly indicate which aspect you feel has been incorrectly marked, and why, in relation to the exam board marking criteria.

**It is important that you understand any review of the marks may result in marks being moved down as well as up.**

Completed request forms must be signed by both the student and parent/carer and must be returned to Mrs Green (Exams Officer) **no later than 12.00 noon on**

Yours sincerely

Senior Leader with Responsibility for Exams



**Request for Review of Marks for  
Non-Examined Centre Assessed Work**

Candidate Name:

**Completed forms must be returned to the Exams Officer no later than 12.00 noon on**

Having received my marks for the Non-Examined Centre Assessed Work, I would like to request a review of the marking.

**I understand that this review may result in my marks moving down as well as up.**

Reason for review being requested:

Subject	Mark Awarded	Reason for review (in relation to exam board marking criteria)

Signed:

(Candidate)

Date:

Signed:

(Parent/Carer)

Date:



Date

Dear (Insert Students Name)

**Review of Marks for Non-Examined Centre Assessed Work**

Subject:

Mark Awarded by Centre:

Mark Awarded by Reviewer:

Following a review of the Non-Examined Centre Assessed Work in (insert subject), I can confirm that the mark awarded by the centre has been upheld/increased to/decreased to (insert mark).

This mark will now be submitted to the exam board and will be subject to moderation by the awarding body to ensure consistency in marking between centres. This moderation process may lead to further mark changes and is outside of the control of Pittville School.

Yours sincerely,

Senior Leader with Responsibility for Exams



**Review of Marks for  
Non-Examined Centre Assessed Work**

Candidates Name:

Subject:

Name of Reviewer:

Assessment Objective	Centre Awarded Mark	Reviewers Mark

Signed: \_\_\_\_\_ (Reviewer) Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (Head of Centre) Date: \_\_\_\_\_

---

## **Appendix 4**



### **Enquires About Results (EARS)**

The following information explains what may happen following an appeal or enquiry about the result of an examination.

If your examination centre makes an enquiry about the result of one of your examinations after your subject grade has been issued there are three possible outcomes:

- Your original mark is confirmed as correct and there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.
- Your original mark is lowered, so your final grade may be lower than the original grade you received.

In order to proceed with the enquiry or appeal, you must sign the following form. This tells your Head of Centre that you have understood what the outcome might be and that you give your consent to the enquiry or appeal being made.

---

**Candidate Consent Form**

Centre Name: Pittville School

Centre No: 57343

Candidate Name : ..... Candidate No : .....

Details of enquiry (Awarding Body, Qualification Level, Subject title, paper/unit)

.....  
.....  
.....  
.....

I give my consent to the Head of my Examination Centre to make an enquiry about the result of the examination (s) listed above. In giving consent I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade, which was originally awarded for this subject.

Signed: ..... Date: .....

**Appendix 5**

**Access To Scripts (ATS)**

(AQA / Pearson / WJEC / OCR)

**Candidate Consent form for access to and use of examination scripts**

<b>Centre Number</b>	<b>Centre Name</b>
57343	Pittville School
<b>Candidate Number</b>	<b>Candidate Name</b>
<b>Subject</b>	<b>Component/Unit Code</b>
See attached	See attached

<input type="checkbox"/>	I consent to my scripts being accessed by my centre.
--------------------------	--

**Tick ONE of the boxes below:**

<input type="checkbox"/>	If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.
--------------------------	--

<input type="checkbox"/>	If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.
--------------------------	---

Signed:..... Date : .....

**This form should be retained on the centre's files for at least six months.**



---

## Appendix 6

### Identification verification

#### Seating and identifying candidates in exam rooms

##### Exams officer

Ensures a procedure is in place to verify candidate identity including when/if appropriate private candidates

##### Candidate Identification Procedure

- The centre will maintain a Unique Candidate Identifier (UCI) or Unique Learner Number (ULN) for each candidate entered for an examination or assessment and to ensure that the same UCI or ULN is used consistently for the candidate over time to enable aggregation of units and qualifications. ([GR 5.6](#))
- All candidate identities will be checked when students arrive for their exam, or in the case of private candidates through a verification process which involves photo-ID
- The centre will have in place procedures to verify the identity of all candidates by the invigilators at the time of the examination ([GR 5.9](#))
- 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 25](#))

Ensures invigilators are aware of the procedure

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

##### Invigilators

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

---

## **Appendix 7**

### **Escalation Process**

#### **Purpose of the process**

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent.

#### **Before examinations (Planning)**

In the event of the absence of the Head of Centre (Mr Richard Gilpin) or the member of senior leadership (Mr David Eagleton) with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to the second member of SLT with oversight of examination administration (Mrs Julie Pitt).

To support understanding of the regulations and requirements, the following JCQ publications will be referenced:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice – Policies and Procedures
- A guide to the special consideration process

Main duties and responsibilities relate to:

- Centre status
- Confidentiality
- Communication
- Recruitment, selection and training of staff
- Internal governance arrangements
- Delivery of qualifications
- Public liability
- Conflicts of interest
- Controlled assessments, coursework and non-examination assessments
- Security of assessment materials
- National Centre Number Register

---

## Centre inspections

Additional JCQ publication for reference:

- Centre Inspection Service Changes

## Policies

Specific JCQ publications for reference:

- General Regulations for Approved Centres (section 5)
- Instructions for conducting examinations (section 25)
- Access Arrangements and Reasonable Adjustments (section 5)

## Personal data, freedom of information and copyright

Additional JCQ publication for reference:

- Information for candidates – Privacy Notice

## Centre-specific information for reference

Refer to Exams Officer – Marian Green or Headteacher's PA Linda Ferrabee

## **Before examinations (Entries and Pre-exams)**

In the event of the absence of the Head of Centre (Mr Richard Gilpin) or the member of senior leadership (Mr David Eagleton) with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated to the second member of SLT with oversight of examination administration (Mrs Julie Pitt).

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (section 5)
- Instructions for conducting examinations (sections 1-15)
- Access Arrangements and Reasonable Adjustments (sections 6-8)

## **Main duties and responsibilities relate to:**

Access arrangements and reasonable adjustments  
Entries

Additional JCQ publications for reference:

- Key dates in the examination cycle
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes
- Guidance notes for overnight supervision of candidates with a timetable variation

---

Centre assessed work

Additional JCQ publication for reference:

- Guidance Notes – Centre Consortium Arrangements

Candidate information

Additional JCQ publications for reference:

- Information for candidates' documents
- Exam Room Posters

Centre-specific information for reference

Refer to Exams Officer – Marian Green or Amanda Peck Business Manager

### **During examinations (Exam time)**

In the event of the absence of the Head of Centre (Mr Richard Gilpin) or the member of senior leadership (Mr David Eagleton) with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to second member of SLT with oversight of examination administration (Mrs Julie Pitt).

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (sections 3, 5)
- Instructions for conducting examinations (sections 16-30)
- Access Arrangements and Reasonable Adjustments (section 8)
- A guide to the special consideration process (sections 2-7)

### **Main duties and responsibilities relate to:**

Conducting examinations and assessments

Additional JCQ publication for reference:

- Guidance Notes – Very Late Arrival

Malpractice

Retention of candidates' work

Centre-specific information for reference

Refer to Exams Officer – Marian Green or Amanda Peck Business Manager

---

## **After examinations (Results and Post-Results)**

In the event of the absence of the Head of Centre (Mr Richard Gilpin) or the member of senior leadership (Mr David Eagleton) with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to second member of SLT with oversight of examination administration (Mrs Julie Pitt).

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (section 5)

### **Main duties and responsibilities relate to:**

#### Results

Additional JCQ publication for reference:

- Release of Results notice

#### Post-results services and appeals

Additional JCQ publications for reference:

- Post-Results Services
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)

#### Certificates

#### Centre-specific information for reference

Refer to the Exams Officer Marian Green or Amanda Peck Business Manager

---

## Appendix 8

### **Lockdown during exams**

This details the measures taken at Pittville School in the event of a centre lockdown during the conducting of examinations. A lockdown may be required in the following situations:

- an incident or civil disturbance in the local community which poses a risk
- an intruder on the site with the potential to pose a risk
- local risk of air pollution, such as a smoke plume or gas cloud
- a major fire in the vicinity
- a dangerous animal roaming loose
- any other external or internal incident which has the potential to pose a threat to the safety of exams staff and candidates

Pittville School has devised lockdown procedures after consulting GOV.UK [Stay Safe](#) guidance.

With regard to conducting examinations, the focus before, during and after an exam will be:

- the welfare and safety of exam candidates and centre staff engaged in the conducting of examinations
- maintaining the integrity and security of the examinations/assessments process
- how to achieve an effective lockdown
- how to let people know what's happening
- training staff engaged/involved in the conducting of examinations
- stay safe principles (Run, Hide, Tell)

Roles and responsibilities

#### **Head of centre**

- To ensure that a dedicated lockdown alarm tone is in place and recognised by all staff and candidates
- To ensure that all staff involved in the conducting of examinations are trained in how to raise the alarm for a lockdown, act effectively and made aware of their responsibilities
- To arrange appropriate training for all exams-related staff in lockdown procedures
- To ensure that candidates are aware of the procedures relating to a lockdown, particularly those arriving late for an examination who cannot access the exam room due it being locked down
- To ensure that all candidates and staff are aware of an exit point in case an intruder manages to gain access, or the exam room becomes unsafe
- To provide written lockdown procedures for exam room/invigilator use
- To inform the relevant Emergency Services immediately in the case of any potential threat to the safety of exams staff and candidates

---

## **Senior leadership team (SLT)**

- To have accountability for all exams staff and candidates taking examinations during a lockdown
- To run training/drills for examination candidates on lockdown procedures
- To inform parents/carers about the centre's Lockdown policy in relation to the conducting of examinations
- To have a presence around exam room areas prior to the start of each exam session
- To liaise with the appropriate authorities and awarding bodies regarding candidates taking examinations during a lockdown
- To use the exam room attendance register(s) to compile a list of all candidates not accounted for

## **Exams officer**

- To train invigilators in the centre's lockdown procedure
- Where safe/possible, to liaise with SLT/invigilators in all exam rooms during a lockdown
- To assist with Lockdown training for staff and students where applicable to the conducting of examinations

## **Invigilators**

- To be aware of the centre's lockdown procedure
- To complete attendance registers as soon as possible so candidates can be identified in the event of a lockdown
- Where safe/possible, to communicate with the exams officer during a lockdown to confirm the situation in a particular exam room

## **Lockdown procedure**

### **Before an examination**

If a lockdown is required as candidates are entering/waiting to enter the exam room, the following procedure will be employed:

- A member of SLT will be present around exam room areas
- Candidates will be instructed to enter the exam room immediately
- Candidates will be instructed to remain silent, hide under exam desks or sit against a wall/around a corner but not near the door and to ensure mobile phones are on silent and non-vibrate mode
- Where safe/possible, the SLT member will communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
- The exams officer will collate the information from all exam rooms and forward this to the head of centre immediately

Invigilators will

- lock all windows and close all curtains/blinds
- switch off all lights

- 
- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
  - take an attendance register/head count if possible
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room

### **During an examination**

If a lockdown is required during the exam/when candidates are in the exam room, the following procedure will be employed:

Invigilators will:

- tell candidates to stop writing immediately and close their answer booklets
- collect the attendance register
- make a note of time when the examination was suspended
- instruct candidates to remain silent, leave all examination materials on their desks and hide under desks
- where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on 'silent' mode).
- lock all windows and close any/all curtains/blinds
- switch off all lights
- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
- (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room

Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately

The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services

If appropriate, where safe/possible, and following centre policy, the exams officer (or invigilators in the absence of the exams officer) will initiate the emergency evacuation procedure

The exams officer will collect all examination papers and materials for safe/secure storage following advice from the appropriate awarding bodies

### **After an examination**

If a lockdown is required after the exam/as candidates are leaving the exam room, the following procedure will be employed:

Invigilators will:

- stop dismissing candidates from the exam room
- instruct candidates who have left the room to re-enter the exam room
- instruct candidates to remain silent and hide under desks/tables



- 
- where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
  - lock all windows and close any/all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the exam room
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room

Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately

### **Ending a lockdown**

The lockdown will be ended by either

- the sound of a defined alarm, or
- the identification/authorisation of Emergency Service officers/SLT/head of centre entering each exam room
- A specific word or phrase may be used to confirm that the instruction to end the lockdown is genuine

Invigilators will undertake a head count/register and confirm attendance with the exams officer/SLT

Where applicable and if advised to do so by SLT/head of centre, and following JCQ guidelines, if there is sufficient time remaining, candidates may restart their examination

Invigilators will then:

- ask candidates to return to their desks, remind them they are under formal exam conditions and allow a settling down period
- allow candidates the full working time remaining to do their examination
- recalculate the revised finish time(s)
- tell the candidates to open their answer booklets and re-start their exam
- amend the revised finish time(s) on display to candidates
- note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding body/bodies and where relevant, any centre-wide lockdown recording form/log)

The exams officer will

- provide a report of the incident for the awarding body/bodies (via the special consideration process or as advised by the awarding body/bodies)
- safely/securely store all collected exam papers and materials pending awarding body advice/guidance

Where applicable/possible/available, SLT/exams officer will

- discuss any alternative exam sittings with the awarding body/bodies
- offer, arrange and provide support services to staff and candidates

---

At the earliest opportunity, SLT/head of centre will prepare a communication to parents/carers advising them of events (including relevant actions and outcomes)

Where possible, exams staff and candidates will be invited to attend an assembly lead by the head of centre to discuss the lockdown and offer ongoing support

If this is not possible, communications will be provided via a centre text/email/newsletter and information uploaded to the centre website

---

## Appendix 9

### General Complaints and Appeals Procedure in relation to Qualifications

#### Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below

#### Teaching and learning

- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

#### Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

#### Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment

- 
- Candidate entered for a wrong exam/assessment
  - Candidate entered for a wrong tier of entry

### **Conducting examinations**

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

### **Results and Post-results**

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via Mr Eagleton, Deputy Headteacher to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

### **Complaints and appeals procedure**

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Pittville School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in writing to the head of centre or via email: [achieve@pittville.glooucs.sch.uk](mailto:achieve@pittville.glooucs.sch.uk).

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

---

## **How to make a formal complaint**

- A formal complaint should be submitted in writing by completing a complaints and appeals form
- Forms are available from the Exams Officer
- Completed forms should be returned to the Exams Officer
- Forms received will be logged by the centre and acknowledged within 7 calendar days

## **How a formal complaint is investigated**

- The head of centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 4 working weeks

## **Appeals**

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing by again completing a complaints and appeals form
- Forms received will be logged by the centre and acknowledged within 7 calendar days
- The appeal will be referred to Chair of Governors for consideration
- The Chair of Governors will inform the appellant of the final conclusion in due course





---

## Appendix 10

### Candidate's Handbook



#### INFORMATION FOR CANDIDATES BOOKLET

#### EXAMINATIONS

(Please read carefully)

2022

Please Note:

Contingency day for GCSE examinations  
should sustained national or local disruption arise during the summer 2022 examination series  
Wednesday 29<sup>th</sup> June 2022  
all candidates must be available on this day should the above occur.

Exam Results Date

Thursday 25<sup>th</sup> August 2022

Please see school website for details of the examinations policy  
Published 2021/2022

### **Written Examinations**

This document has been written to help you. Read it carefully and follow the instructions. If there is anything you do not understand, make sure you ask your teacher, your tutor, Mrs Pitt, Mr Apperley, or Mrs Green.



---

All of the information below is in line with the rules and regulations laid down by JCQ (the Joint Council for Qualifications)

**Before the start of the exam series:**

- Confirm and sign the list of entries given to you
- Check and make note of the dates and times of all of your exams. Speak to Mrs Pitt, Mr Apperley or Mrs Green immediately if you think there is an exam missing from your timetable
- Speak to Mrs Pitt, Mr Apperley or Mrs Green if you think there may be a clash of exams on your timetable. In such cases make sure you understand and adhere to the regulation regarding a clash of exams as laid down by JCQ
- Read and understand the information for candidates documents issued by the exams officer
- Understand internally assessed work regulations and sign a declaration that authenticates the work is your own
- Make sure you clearly understand the regulations regarding equipment, food and drinks that can be taken in to the exam and that you are clear about the regulations regarding banned items

**Banned items: You must not take into the exam room:**

- Notes: always make sure you remove any notes or paper etc from your pockets, even if it is nothing to do with the exam. Your pockets should be empty
- Potential technological/web enabled sources of information such as an iPod, a mobile phone, an MP3/4 player or similar device, any type of watch
- Do not use a dictionary or computer spell checker unless you are told otherwise
- Sweets, chewing gum and other food should not be brought into the exam room unless by prior arrangement and for medical reasons

**Remember if you are found to be in possession of any unauthorised item, even if you do not intend to use it, this will be reported to the exam board and you will be at serious risk of disqualification from all of your subjects**

**Equipment:**

- You should make sure that for all exams, you have
- 2 black pens, a sharp pencil, ruler, rubber, pencil sharpener, highlighters/coloured pens
- You will be given specialist equipment such as protractor, compass, tracing paper, calculator when needed
- Do not use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers. It is perfectly acceptable (and encouraged) that you use highlighters and coloured pens to annotate and assist with your working

- 
- You must write your answers clearly and in black ink. Coloured pencils or inks may only be used for diagrams, maps, charts etc unless the instructions printed on the front of the question paper state otherwise
  - All equipment should be either loose on the desk or in a see-through pencil case or bag
  - Water bottles should contain water only and must be see-through with all labels removed
  - Sweets, chewing gum and other food should not be brought into the exam. Should cough or throat sweets be needed on medical grounds, they should be in a clear bag with all wrappers removed. They must be placed on the desk not in pockets

### **Calculators:**

- You may use a calculator unless you are told otherwise. If you use your own calculator:
  - Check with your maths teacher or Mrs Pitt, Mr Apperley or Mrs Green before the exams start that it is not on the list of banned devices
  - Make sure you have been using it regularly in lessons and at home before you use it in any exam. Make sure you are confident with how to use the different functions
  - Make sure it works properly, check that the batteries are working properly
  - Clear anything stored in it
  - Remove the case, cover, lid which have any printed instructions or formulae. These must not be taken into the exam room
  - Do not bring into the exam room any operating instructions or prepared programs

### **On the day of an exam**

#### **Before:**

- Arrive on time for all exams. You should register **at least 15 minutes before** the published start time of every exam with either Mrs Pitt, Mr Apperley. or Mrs Green in either the canteen or Student Support
- If appropriate, understand that you may be asked to remove religious clothing for identification purposes prior to the start of each exam
- If you are late, it is essential that you get to school as soon as possible. Report to main reception as soon as you arrive
- Where possible, as long as the exam has not finished, you will be allowed into the exam and will be given the full time. However, we may have to inform the exam board of your late arrival and in extreme cases, your work may not be accepted by them
- If on the day of the exam you feel that your work may be affected by ill health, bereavement or other trauma, you must tell Mrs Pitt, Mr Apperley or Mrs Green before you enter the exam room
- Only take into the exam room the pens, pencils, erasers and any other equipment you need for the exam

- 
- In line with school policy, ensure mobile phones, if in school, are turned off and placed in bags. All watches must also be removed and placed in bags. Bags should be placed in the locked cages provided.
  - Understand that should you choose not to put your bag into the locked cages, then you do so at your own risk. The school will not take responsibility for any bags or items that go missing if they are not placed in the locked cages

### **During:**

- Do not become involved in any unfair or dishonest practice during the exam
- If you try to cheat, or break the rules in any way, you could be disqualified from all of your subjects
- Do not talk or try to communicate with, or disturb other candidates once you have entered the exam room. You should remain facing forwards at all times
- You must not write inappropriate, obscene or offensive material on your exam paper
- Do not borrow anything from another candidate during the exam
- Always listen to the invigilator. Always follow their instructions
- Place water bottles on the floor or on the desk, visible to the invigilator at all times
- Read carefully and follow the instructions printed on the question paper and/or the answer booklet
- When the invigilator tells you, fill in all the details required on the front of the question paper and/or answer booklet before you start the exam. Make sure you fill these details in on any additional answer sheets that you use
- Do not use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers. It is perfectly acceptable (and encouraged) that you use highlighters and coloured pens to annotate and assist with your working
- You must write your answers clearly and in black ink. Coloured pencils or inks may only be used for diagrams, maps, charts etc unless the instructions printed on the front of the question paper state otherwise
- Remember to write your answers within the designated sections of the answer booklet
- Do any rough work on the proper exam stationery. Cross it through and hand it in with your answers. Make sure your candidate details are clearly written on any additional paper that you use for rough work. **You must not take any rough work or notes, exam papers, answer booklets used or unused out of the exam room**
- Put your hand up during the exam if:
  - You have a problem and are in doubt about what you should do
  - You do not feel well
  - You need more paper
- You must not ask, and will not be given, any explanation of the questions
- Tell the invigilator at once if:
  - You think you have not been given the right question paper or all of the materials listed on the front of the paper
  - The question paper is incomplete or badly printed
  - You think there may be an error on the question paper

- 
- You feel you are being in some way disadvantaged or disturbed during an exam
  - Ensure that you adhere to the normal school rules regarding acceptable dress and behaviour at all times throughout an exam
  - If asked to leave the exam room by an invigilator or member of teaching staff, do so quickly and quietly without causing any further disruption
  - Understand that any disruption to the exam will be dealt with in accordance with JCQ regulations and that it may result in disqualification from all of your subjects
  - Remain in the exam room for the full duration of the exam. In exceptional (and pre-agreed) circumstances, candidates will be allowed to leave prior to the end of the published exam time in line with JCQ guidance
  - Make full and appropriate use of any access arrangements awarded to you. Understand that failing to do so, may result in those arrangements being removed at the discretion of the centre
  - At the end of the exam, place all answer booklets, supplementary answer sheets and rough work in the correct order. Make sure your candidate details are on all additional sheets and rough work
  - Understand that if you leave the exam room, unaccompanied by an invigilator, prior to the end of the exam, you will not be allowed to return
  - If the fire alarm goes off, listen to and follow the instructions of the invigilators very carefully
  - If you have to evacuate the exam room for any reason, leave everything on your desk and leave the room in silence unless told otherwise. You must not try to communicate with any other candidates during the evacuation. We will get you back into the exam room as soon as it is safe to do so and you will be given the full allowance of time
  - At the end of the exam, do not leave the exam room until told to do so by the invigilator

## **After**

- Support any special consideration claim with appropriate evidence within three days of the exam, for example by providing a letter from your doctor
- If necessary, arrange for results/certificates to be collected on your behalf by providing the exams officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of results/certificates
- Provide a stamped addressed envelope if you wish your results to be posted or a personal email address if you wish to have results emailed to you on the day
- Understand that should you wish to make an enquiry about your results or request access to your script following the receipt of your results, you will need to request and complete the necessary paperwork from the exams officer within 3 days of results being published
- Ensure examination certificates are collected within 12 months of the date published by the school, after which they will be destroyed
- Results for 2022 will be available in school Thursday 25<sup>th</sup> August 2022

---

Written examinations

[https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-Written\\_Examinations\\_2021\\_v5.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-Written_Examinations_2021_v5.pdf)

Non-examination assessments

[https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-NE\\_Assessments\\_2021\\_v4.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-NE_Assessments_2021_v4.pdf)

Data Protection Notification

<https://www.jcq.org.uk/wp-content/uploads/2020/01/Information-for-candidates-Privacy-Notice-10.doc.pdf>

Social Media Notification

<https://www.jcq.org.uk/wp-content/uploads/2020/01/JCQ-Social-Media-.pdf>

Coursework Assessments

This covers the following qualifications currently being studied at Pittville School:

OCR imedia and Enterprise & Marketing

[https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-Coursework\\_Assessments\\_2021\\_v4.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/IFC-Coursework_Assessments_2021_v4.pdf)