

# St Martin-in-the-Fields High School for Girls

A CHURCH OF ENGLAND ACADEMY  
CO-ED SIXTH FORM



## EXAMINATION POLICY

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At St Martin's we are a family community built from Christian values. We believe, most importantly, that we belong to something much greater than ourselves – Christ is at the centre of our Church of England school community. In all that we do, we seek to show God's care for our students. We live, love and learn together. Students of all faiths and none are welcomed into our school family. We value, respect and celebrate all faiths and cultures because we are inspired by a welcoming, inclusive and loving God, seen in Jesus Christ and lived out through the Holy Spirit, alive in every person.

### **Our vision**

A high achieving Christian Girls' School with a thriving mixed Sixth Form where excellence is exemplified and encouraged, ensuring an enriching educational experience where our students appreciate that learning is not a matter for school but for life and productive citizenship.

### **Our Mission**

Inspired by our motto "Caritate et Disciplina" Our mission is to create a safe, caring, happy and inclusive community underpinned by our Christian values. We want our students to shine and grow together in faith and knowledge, developing their unique gifts and talents both in the classroom and in the wider life of the school and beyond.

We believe that reverence for God, respect for self, others and the environment is essential in today's society and we therefore dedicate our effort towards fostering these virtues. During their time at St Martin's, they will be empowered to fulfil their learning potential because they are **Hopeful, Enquiring, Respectful, Organised, Independent and Collaborative**. Our students will fulfil their academic potential, but more than this, they will develop the skills, competencies and personal qualities and characteristics that will help them to be successful in the future in whatever route they choose to take.

*'Show yourself in all respects to be a model of good works, and in your teaching show integrity, dignity, and sound speech.' Titus 2: 7-8*

### **St Martin's School Prayer**

Dear God,

We thank you for your love and your promise to be with us.

At school or work, at rest or play, help us to feel near to you and hear your voice.

Guide each one of us to be like St Martin by always showing respect, encouraging one another and serving our community.

Help me to be aware of my talents, be independent, enquiring and hopeful for the future.

Amen

*Inspired by St Martin's Original School Prayer*

**We nurture. We develop. We educate. We are St Martin's.**

**St Martin-In-The-Fields High School** is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions “*to ensure that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute*” [JCQ General regulations]
- exam candidates understand the exams process and what is expected of them.

This exam policy will be reviewed annually by the Senior Leadership Team.  
Centre staff will be informed of this policy by the Headteacher.

## **Roles and responsibilities overview**

### **Head of Centre**

*The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.* The head of centre has a duty to maintain the integrity of the examination (JCQ 2021-2022)

The head of centre will:

- be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - <http://www.jcq.org.uk/exams-office/general-regulations>
  - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
  - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
  - <http://www.jcq.org.uk/exams-office/malpractice>

### **The Head of Centre will ensure:**

- the Exam Officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam cycle to be effectively managed and administered
- centre staff are supported and appropriately trained to undertake key tasks within the exams process
- centre staff undertake key tasks within the exams process (exam cycle) and meet internal deadlines set by the EO
- security within the examination process is managed as per JCQ and awarding body regulations, guidance and instructions
- risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

### **Exams Officer (EO)**

The EO is appointed by the head of centre to act on behalf of the centre in matters relating to the management and administration of examinations and assessments.

The EO will:

- be familiar with the contents of annually updated JCQ publications including:
  - <http://www.jcq.org.uk/exams-office/general-regulations>
  - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
  - <http://www.jcq.org.uk/exams-office/malpractice>
- be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ensure key tasks are undertaken and key dates and deadlines met
- recruit, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required

## **Senior Leadership Team (SLT)**

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - <http://www.jcq.org.uk/exams-office/general-regulations>
  - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
  - <http://www.jcq.org.uk/exams-office/malpractice>

## **Special Educational Needs & Disability Coordinator (SENCo)/Specialist Teacher**

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
- will lead on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)

## **Heads of Department (HoDs)**

- will ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCO
- will ensure teaching staff keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- will ensure teaching staff attend relevant awarding body training and update events

## **Teaching staff**

- will undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENDCo
- will keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- will attend relevant awarding body training and update events

## **Invigilators**

- will attend training, refresher, briefing and review sessions as required
- will provide information as requested on their availability to invigilate
- will sign a confidentiality and security agreement

## **Reception staff**

- will support the EO in dealing with exam-related deliveries and dispatches with due regard to security at all times

## **Site staff**

- will support the EO in relevant matters relating to exam rooms and resources

## **Candidates**

Where applicable in this policy, the term ‘Candidates’ refers to candidates and/or their parents/carers.

## The Exam Cycle

The exams management and administration process that needs to be undertaken throughout the year is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

This exam policy identifies the roles and responsibilities of centre staff within this cycle.

### Planning

#### Information sharing

The head of centre will:

- direct relevant centre staff to annually updated JCQ publications including:
  - <http://www.jcq.org.uk/exams-office/general-regulations>
  - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
  - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
  - <http://www.jcq.org.uk/exams-office/malpractice>

The EO will:

- inform relevant centre staff of JCQ and awarding body documentation relating to the exam cycle that has been updated
- signpost relevant centre staff to information that should be provided to candidates

#### Information gathering

The EO will:

- undertake an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- collate all data into one central point of reference
- research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications
- produce an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; inform key centre staff of internal deadlines
- collect information on internal exams to enable preparation for and conduct of Pre-Public Examinations (PPE).

HoDs will:

- respond (or ensure Teaching staff respond) to requests from the EO on information gathering
- meet the internal deadline for return
- inform the EO of any changes to information in a timely manner
- familiarise themselves and their staff with the annual exams plan of internal deadlines

#### Quality Assurance Procedure

- The Centre is committed to Quality Assurance and believes it is an integral part of the Centre's processes.
- The focus of the Centre is on Learners with the provision of relevant and flexible quality training programmes and assessment to suit their needs and lifestyles.
- The provision is regularly monitored and reviewed by the head of centre.
- All staff involved in the administration and/or assessment of qualifications will have undergone relevant training to their role.

- All new invigilators will be observed during their first exam session and annually thereafter to ensure assessment regulations are being followed.
- Existing invigilators will be observed conducting an assessment at least once a year.
- Information from the awarding body is disseminated to all members of staff involved in the delivery of qualifications.
- The organisation's policy for Equal Opportunities is followed and monitored.

### **The Equalities Act 2010, special needs and access arrangements**

- The Equalities Act 2010
 

A definition is provided on page 4 of the current JCQ publication *Adjustments for candidates with disabilities and learning difficulties* [Access Arrangements and Reasonable Adjustments](#). All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law. Further information and guidance is provided in the Disability Policy for Exams.
- Special needs
 

A candidate's special needs requirements are determined by the SENCO and educational psychologist / specialist teacher.

The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. The SENCO can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.
- Access arrangements
 

Making special arrangements for candidates to take exams is the responsibility of the SENCO and the Examinations Officer.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Examinations Officer.

Rooming for access arrangement candidates will be arranged by the SENCO with the Examinations Officer.

Invigilation and support for access arrangement candidates will be organised by the SENCO with the Examinations Officer.

### **The SENDCo will:**

- assess students to identify access arrangements requirements
- gather evidence of need to support access arrangements
- liaise with teaching staff to gather evidence of normal way of working
- gather signed data protection notices from candidates where required
- apply for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- keep relevant evidence on file for JCQ inspection purposes
- liaise with the EO regarding exam time arrangements for access arrangement candidates
- ensure staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular access arrangement(s)
- provide and annually review a centre policy for the use of word processors in exams and assessments

### **SLT, HoDs, Teaching staff will:**

- support the SENDCo in determining and implementing appropriate access arrangements

### **Equal Opportunities**

- The Centre is committed to seeking equality of opportunity for all, irrespective of race, gender, religion, marital status, sexual orientation, age, class or disability.
- The Centre actively seeks to demonstrate this commitment by adopting policies, codes of practice and action plans to combat discrimination in any form.

- Staff and students are required to reflect their commitment to equality of opportunities and anti-discriminatory practices.
- The Centre will promote equality of opportunity for all students and staff by:
  - Demonstrating opposition to all forms of discrimination in every aspect of its operations
  - Identifying and removing practices and procedures which unfairly discriminate
  - Increasing awareness and positive attitudes at all levels in the centre towards people experiencing discrimination
  - Creating a welcoming atmosphere for all students, staff and visitors
  - Monitoring all operations to ensure no form of discrimination or harassment is taking place
  - Provision will be made for Learners who require reasonable adjustments to be made by providing suitable assessment locations and technical aids where appropriate.

## **Internal Assessment**

The head of centre will ensure:

- a procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision
- a policy for the management of controlled assessment is in place and followed by centre staff
- both are available for JCQ inspection purposes
- irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

SLT will ensure:

- teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set, conduct, mark and authenticate candidates' work
- a process of internal moderation and standardisation is in place

HoDs will ensure:

- teaching staff delivering GCSE qualifications follow instructions for conducting controlled assessment (<http://www.jcq.org.uk/exams-office/controlled-assessments/>) and subject-specific information where provided by the awarding body
- teaching staff delivering GCE, Entry Level or Project qualifications follow instructions for conducting coursework (<http://www.jcq.org.uk/exams-office/coursework>) and subject-specific information where provided by the awarding body
- for other qualifications, teaching staff follow appropriate instructions issued by the awarding body

Teaching staff will ensure:

- appropriate instructions for conducting internal assessment are followed
- candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed
- submit internal assessment marks in a timely manner to the MIS system

EO will ensure:

- candidates are informed of the internal appeals procedure
- candidates receive a copy of their internal assessment marks before submission to the awarding body within a sufficient time frame to allow for a review to take place and the outcome be reported
- candidates receive a written confirmation of the outcome of their appeal

## **Invigilation**

The EO will provide an annual training or refresher event for lead invigilators/invigilators in the conduct of exams

- where this isn't possible (for example with daily invigilators provided by an agency) a summary of the rules, regulations and expectations will be given to invigilators upon arrival

Invigilators will:

- attend an annual training or refresher event
- read, sign and date a copy of the centre's rules, regulations and expectations for invigilators before commencing the day's work

**Admin staff will:**

- liaise with the agency to ensure invigilation requirements are met

## **Entries**

The term ‘entries’ is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

### **Estimated Entries**

The EO will:

- request estimated or early entry information, required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

HoDs will:

- provide information requested by the EO to the internal deadline
- inform the EO immediately of any subsequent changes to information

### **Final Entries**

All students studying a subject will be entered for the examination unless specifically authorised by the head teacher.

The EO will:

- request final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- inform HoDs of subsequent deadlines for making changes to final entry information without charge
- confirm with HoDs final entry information that has been submitted to awarding bodies

HoDs will:

- provide information requested by the EO to the internal deadline
- inform the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information which includes:
  - changes to candidate personal details
  - amendments to existing entries
  - withdrawals of existing entries
- check final entry submission information provided by the EO and confirm information is correct

## **Entry Fees**

The school is responsible for ensuring that the entry fees are paid to the appropriate boards.

### **Late entries**

The EO will:

- have clear entry procedures in place to minimise the risk of late entries
- charge any late or other penalty fees to departmental budgets

HODs will:

- minimise the risk of late entries by
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

### **Re-sit Entries**

The centre will cover the cost of one component and any subsequent costs will be covered by the candidate.

## **Private Candidates**

The centre does not accept private candidates for any examination. This includes (but is not limited to);

- students who have recently gone off-roll (for example Year 11 or 13 leavers)
- any member of staff working for the centre

Where private entries are approved by the head teacher, candidates will pay full entry fees and any related costs (including invigilation).

Staff are not authorised to arrange private entries.

## **Transfer of credit**

The EO will:

- provide information to relevant centre staff/candidates on transferring credit for GCE AS qualifications
- meet the awarding body deadline for requesting transfer of credit

Teaching staff will:

- identify affected candidates to the EO

## **Candidate statements of entry**

The EO will:

- provide candidates with statements of entry for checking

Teaching staff will:

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

Candidates (or parents/carers) will:

- notify the EO of any discrepancies

## **Pre-exams**

## **Access Arrangements**

The SENDCo will:

- allocate centre staff to facilitate access arrangements for candidates
- inform candidates of the access arrangements that are in place for their exams

## **Briefing Candidates**

The EO will:

- issue individual exam timetable information to candidates
- issue relevant JCQ information for candidates
- where relevant, issue awarding body information to candidates
- issue centre exam information to candidates which will include information on:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - equipment needed
  - information about when results will be issued

## **Dispatch of exam scripts**

The EO will

- identify and confirm arrangements for the dispatch of candidate exam scripts with the DfE ‘yellow label service’ or the awarding body where qualifications sit outside the scope of the service

## **Estimated grades**

HoDs will:

- ensure teaching staff provide estimated grade information to the EO to the internal deadline

The EO will:

- submit estimated grade information to awarding bodies to meet the external deadline
- keep a record to track what has been sent

## **Internal Assessment**

HoDs will ensure:

- teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- teaching staff authenticate candidates’ work as per awarding body requirements
- teaching staff provide required samples of work for moderation to the EO to the internal deadline

The EO will:

- submit marks and samples to awarding bodies/moderators to meet the external deadline
- keep a record to track what has been sent

Candidates will:

- authenticate their work as required by the awarding body

## **Invigilation**

The EO will:

- deploy invigilators effectively to exam rooms throughout an exam series
- allocate invigilators to exam rooms as per the required ratios
- liaise with the SENCO regarding invigilation of access arrangement candidates

The SENDCo will:

- liaise with the EO regarding invigilation of access arrangement candidates

Invigilators will:

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

## **Seating and identifying candidates in exam rooms**

The EO will:

- ensure a system is in place for identifying candidates in exam rooms
- provide seating plans for exam rooms as per JCQ and awarding body requirements

Invigilators will:

- follow the system for identifying candidates provided by the EO
- seat candidates in exam rooms as instructed by the EO

## **Security of exam materials**

The EO will:

- have a process in place to record confidential materials delivered to the centre and issued to authorised staff
- have in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

- receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements

**Reception staff will:**

- follow the process to record confidential materials delivered to the centre and issued to authorised staff

**Teaching staff will:**

- adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

### **Timetabling and rooming**

**The EO will:**

- produce a centre exam timetable for each exam series
- identify and resolve candidate exam clashes
- identify exam rooms and specialist equipment requirements
- liaise with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements
- liaise with the SENDCo regarding rooming of access arrangement candidates

**The SENDCo will:**

- liaise with the EO regarding rooming of access arrangement candidates

**Site staff will:**

- liaise with the EO to ensure exam rooms are set up as per JCQ and awarding body requirements

### **Transferred candidate arrangements**

**The EO will:**

- liaise with the host or entering centre as required
- process requests to the awarding body deadline
- where relevant (for an internal candidate) inform the candidate of the arrangements that have been made for their transferred candidate arrangements

### **Internal exams**

**The EO will:**

- prepare for the conduct of internal exams under external conditions
- provide a centre exam timetable of subjects and rooms
- provide seating plans for exam rooms
- request internal exam papers from teaching staff
- arrange invigilation

**The SENDCo will:**

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

**Teaching staff will:**

- provide exam papers and materials to the EO
- support the SENDCo in making appropriate arrangements for access arrangement candidates

### **Exam time**

#### **Access arrangements**

**The EO will:**

- provide cover sheets for access arrangement candidates' scripts where required for particular access arrangements
- have a process in place to deal with emergency access arrangements as they arise at the time of exams
  - apply for approval through Access arrangements online (AAO) where required or through the awarding body where qualifications sit outside the scope of AAO

## **Starting examinations**

The EO will:

- Meet with the invigilation team in the main exam room prior to the start of the day/session
- Provide invigilators with a breakdown of the exams and supervision arrangements
- Ensure each room has the appropriate materials required for the examinations
- Ask an experienced invigilator to check the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Provide a recording of examination instructions for each room to ensure consistency
- Ensure that the projection in the main exam room shows the subject title, paper number, date, actual start time and finishing times.
- Start the examinations in the main exam room then check each side room has started

The Invigilators will:

- Ensure that the room is fit for purpose, including checking the clock is accurate and visible to all candidates
- Ensure the room is prepared in accordance with ICE and the seating plan
- Not leave the room/materials unattended at any point until all candidates have left. Invigilators will be briefed on maintaining the invigilator:candidate ratio of 1:20 at all times.
- Write on the noticeboard/whiteboard the actual starting and finishing times and the date. If in a side room, the centre number, subject title and paper number should also be shown. They will also include finishing times for students with access arrangements

## **Candidate absence**

In the case of candidate absence:

The Attendance Office will:

- Phone the candidate's parents/carer to verify reason for absence
- Advise the parents/carers to collect the relevant documents (eg medical certificate, police report, death certificate) to support their child's absence

The Invigilators will:

- ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

The EO will:

- Apply for a special consideration in line with the JCQ regulations

Candidates will:

- be re-charged relevant entry fees for unauthorised absence from exams

## **Candidate behaviour**

If a candidate is found to be in breach of JCQ regulations:

The Invigilators will:

- make a note on the exam room incident log of any malpractice including the candidate's name, candidate number & incident
- remove candidates if disruptive, and notify the EO in the first instance, then a member of SLT

The EO will:

- follow the procedures as laid out in the JCQ regulations

SLT will:

- ensure that internal disciplinary procedures relating to behaviour are followed when appropriate

### **Candidate late arrival**

The EO will:

- ensure that candidates who arrive **very late** for an exam are reported to the awarding body
- warn candidates that their work may not be accepted by the awarding body

The head of centre will:

- deal with persistent late arrival for exams
- send a letter home

### **Conducting exams**

The Head of Centre will:

- ensure venues used for conducting exams meet the requirements of JCQ and awarding bodies

The EO will:

- ensure exams are conducted as per JCQ and awarding body instructions

### **Dispatch of exam scripts**

The EO will:

- dispatch scripts as instructed by JCQ and awarding bodies
- keep appropriate records to track dispatch

### **Exam papers and materials**

The EO will:

- organise exam question papers and associated confidential resources in date order in secure storage
- attach erratum notices received to relevant exam question paper packets
- collate attendance registers and examiner details in date order
- regularly check mail or inbox for updates from awarding bodies
- provide heads of department with spare copies of examinations no earlier than 24 hours since the examination where regulations allow. Papers may be retained if clash arrangements are in place.

### **Exam rooms**

The Head of Centre will:

- ensure only approved centre staff are present in exam rooms

SLT will:

- ensure a documented emergency evacuation procedure is in place

The EO will

- ensure exam rooms are set up as instructed by JCQ and awarding bodies
- provide authorised exam materials which candidates are not expected to provide themselves
- brief invigilators on exams to be conducted on a session by session basis
- ensure invigilators and candidates are aware of the emergency evacuation procedure

Site staff will:

- ensure exam rooms are available and set up as requested by the EO

- ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- ensure fire alarm testing does not take place during exam sessions

**Invigilators will:**

- conduct exams in every exam room as instructed in training/refresher and briefing sessions

**Candidates will:**

- be required to remain in the exam room for the full duration of the exam

### **Irregularities / Malpractices**

**The Head of Centre will:**

- ensure any cases of suspected malpractice are investigated and reported to the awarding body as required

The Head of Centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.

**The EO will:**

- provide an incident log in all exam rooms for recording any incidents or irregularities
- action any required follow-up and reports to awarding bodies

**Invigilators will:**

- record any incidents or irregularities on the exam room incident log (e.g. late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

### **Special consideration**

**The EO will:**

- process appropriate requests for special consideration
- gather evidence which may need to be provided by other staff in centre or candidates
- submit to awarding bodies to the external deadline

**Candidates will:**

- provide appropriate evidence to support special consideration requests, where required

### **Internal exams**

**The EO will:**

- brief invigilators on conducting internal exams
- return candidate scripts to teaching staff for marking

**Invigilators will:**

- conduct internal exams as briefed by the EO

### **Results and post-results**

#### **Managing results day(s)**

**SLT will:**

- identify centre staff who will be involved in results day(s) and their role

**Site staff will:**

- ensure the centre is open and accessible to centre staff and candidates, as required

## **Accessing results**

The EO will:

- inform candidates in advance of when and how results will be released to them
- access results from awarding bodies under restricted release of results
- resolve any missing or incomplete results with awarding bodies
- provide provisional statements of results to candidates on publication of results
- provide summaries of results for relevant centre staff on publication of results

## **Post-results services**

The EO will:

- provide information to candidates and staff on the services provided by awarding bodies and the fees charged
- publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- provide a process to record requests for services and collect candidate informed consent and fees where relevant
- submit requests to awarding bodies to meet the external deadline
- track requests to conclusion and inform candidates and relevant centre staff of outcomes
- update centre results information, where applicable

The head of centre will:

- ensure an internal appeals procedure is available where candidates disagree with the centre decision:
  - not to support an enquiry about results
  - not to appeal against the outcome of an enquiry about results
- ensure the procedure is available for JCQ inspection

Teaching staff will:

- meet internal deadlines to request the services and gain relevant candidate informed consent
- identify the budget to which fees should be charged

Candidates will:

- meet internal deadlines to request the services
- provide informed consent and fees, where relevant

## **Analysis of results**

Following the publication of results, the Exams Officer will:

- provide analysis of results to appropriate centre staff
- provide results information to external organisations where required
- undertake the checking and submission of Secondary school and college performance tables information

## **Certificates**

The head of centre/EO will:

- inform the candidates of the arrangements to collect their certificates; including a date of collection and that certificates will only be retained for one year, then securely destroyed.

Candidates may:

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

Unclaimed or uncollected certificates are retained for:  
a period of 1 (one) academic year

The issue and retention of certificates is managed by:

- the EO

## Review

The EO will:

- provide SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle

SLT will:

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

## Archiving of exam records

The EO will:

- provide an exam archiving policy that identifies information held, retention period and method of disposal

In the first instance:

- Internal and external assessment learner and cohort summary records will be kept for a minimum of three years
- Candidate work will be retained for at least 12 weeks after certification, and either passed to departments or securely destroyed after that time.