

Maplewell Hall School



Exams Policy

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Purpose of the policy

Maplewell Hall School is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- all aspects of the centre exam process are documented and other relevant exams-related policies, procedures and plans are signposted, thus
 - 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
 - exam candidates understand the exams process and what is expected of them.

This policy is communicated to all relevant centre staff, after each annual review, during staff briefings, staff inset, via email and the policy is saved in the Teacher share area **Policies, sub folder Examination Policies** and posted on the school website.

Roles and responsibilities overview

Head of centre (HoC)

- 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> (GR)
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations> (ICE)
 - <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 National Centre Number Register (NCNR) annual update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to
- the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- centre staff are supported and appropriately trained to undertake key tasks within the exams process
- ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
- ensure teaching staff keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- ensure teaching staff attend relevant awarding body training and update events
- security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- risks to the exam process are assessed and appropriate risk management processes are undertaken and a written *exam contingency plan* is in place
- the required *internal appeals procedures* are in place and are accessible to all candidates (and parents/carers)

- an exams *disability policy* is in place showing the centre's compliance with relevant legislation

Exam contingency plan

The plan is saved in the Teacher shared area Policies, subfolder '**Examination Policies**'

Internal appeals procedures

Procedures are posted on the school website and saved in the Teacher shared area Policies, subfolder '**Examination Policies**'

Disability policy (exams)

The policy is saved in the shared area '**Examination Policies**'

Exams officer (EO)

The EO will:

- be fully 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>
 - <http://www.jcq.org.uk/exams-office/post-results-services>
- be fully 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

Special educational needs co-ordinator (SENCo)/Additional & Exceptional Needs Coordinator/Assistant Head

- Will be fully 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>
- Lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not, the qualified specialist assessor will work with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- A candidate's access arrangements requirement is determined by the SENCO/Additional & Exceptional needs co-ordinator
- Will inform subject teachers of candidates with special education needs and any special arrangements that individual candidates will need during the course and in any assessments/exams
- Will present, when requested by a JCQ inspector, evidence of the specialist assessor's qualification

Teaching staff

Teaching staff will:

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

Invigilators

Members of the invigilation team will:

- attend training, update, briefing and review sessions as required
- provide information as requested on their availability to invigilate
- sign a confidentiality and security agreement (external invigilators/access arrangement facilitators)

Reception staff

Will support the EO in dealing with exam-related deliveries and dispatches with due regard to security at all time and following internal procedures.

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.

Candidates are required to arrive at the centre for exams by the times specified by the school.

Check personal exam entries on receipt of timetable by email and inform the Exams Officer of any discrepancies.

Understand coursework regulations and sign the relevant declaration that authenticates the coursework as their own.

Take responsibility for compliance with Awarding Organisation and JCQ regulations with respect to coursework, controlled assessment, written examinations, and online tests.

Attend all timetabled assessments.

Parents/Carers

Ensure their child has checked their exam timetable and raised any queries with their subject teacher and the Exams Officer.

Ensure that their child has read and understood the JCQ ‘notices to candidates’ detailing the conduct expected during the exam or submission of coursework.

Ensure their child attends all timetabled exams.

The exam cycle

The exams management and administration process that needs to be undertaken for each **exam series** is often referred to as the exam cycle and relevant tasks required are 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 HoC 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 process that has been updated
- signpost relevant centre staff to information that should be provided to candidates
- as the centre administrator, approve relevant access rights for centre staff using awarding body secure extranet sites

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
- start to undertake this exercise each July using a centre-devised *information gathering form*
- collate all data/information gathered into a summary spreadsheet as 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 mocks /end of year examinations

Annual exams plan

The annual exams plan is saved in the Teacher shared area '**Examination Policies**'

The HoC will:

- ensure teaching staff
 - respond to requests from the EO on information gathering and meet the internal deadline for the return of information
 - inform the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
 - are familiar with the annual exams plan of internal deadlines

Access arrangements

The SENCo will:

- assess affected candidates (or work with the appointed specialist assessor) 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 in order to produce a Picture of Need
- 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
- provide and annually review an *Access arrangements policy* to bring all aspects of the process together in relation to identifying the need for, requesting and implementing access arrangements
- provide and annually review a centre policy on the *use of word processors* in exams and assessments
- ensure criteria for candidates allowed *separate invigilation within the centre* is clear, meets the requirements of JCQ access arrangements and best meets the needs of individual candidates and remaining candidates in main exam rooms

Access arrangements policy

The centre's policy is saved in the shared area '**Examination Policies**' sub folder on the Teachershare drive.

Word processor policy

The policy is posted on the school website and saved in the Teacher shared area Policies, subfolder '**Examination Policies**'

Teaching staff will support the SENCo in determining and implementing appropriate access arrangements.

Internal assessment

The HoC will ensure:

- a written *internal appeals procedure* is in place for a candidate to appeal against an internal assessment decision
- a written policy for the *management of controlled assessment* is in place, identifying staff responsibilities and examining potential risks
- irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

Controlled assessment policy

The policy is saved in the Teacher shared area '**Examination Policies**'

The HOC 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

- 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

Invigilation

The EO will:

- provide an annual training event for new invigilators and an update event for experienced invigilators in the conduct of exams
- ensure invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- collect evaluation of training to inform future events

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, where this may be required by awarding bodies, from teaching staff in a timely manner to ensure awarding body external deadlines for submission can be met.

Estimated entries collection and submission procedure

1. The awarding body identifies a deadline (key date) for submitting estimated entries
2. Information gathered from teaching staff (during the annual information gathering exercise) is used to inform potential future entries for each qualification and an estimated number of candidates
3. This information is submitted to awarding bodies online (via awarding body secure extranet sites)

Guidance on submitting estimated entries (and if this is required) is provided in awarding body administrative guides

Teaching staff will:

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

Final entries

The EO will:

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

- ensure as far as possible that entry processes minimise the risk of entries or registrations being missed and reduce the potential for late or other penalty fees being charged by awarding bodies

Final entries collection and submission procedure

1. The awarding body identifies a deadline (key date) for submitting final entries
2. The EO
 - a. accesses *basedata* files from awarding body websites (some basedata may need to be requested directly from the awarding body)
 - b. downloads the basedata into the centre's managements information system (MIS)
 - c. creates marksheets (showing class list and qualification information)
 - d. distributes marksheets for teaching staff to confirm candidates to be entered OR informs teaching staff that marksheets have been created
 - e. identifies an internal deadline for teachers to return marksheets OR input final entry information directly into the MIS
 - f. inputs final entry information into the MIS
 - g. creates an entry file and submits to each awarding body by electronic data interchange (EDI)/A2C order (via the A2C system)

Guidance on submitting final entries is provided in awarding body administrative (entry) guides

Teaching staff will:

- provide information requested by the EO by 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

Fees for first time entry are paid by the school

Fee reimbursements maybe sought from candidates

- if they do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances

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 OR candidates (or parents/carers)

The HoC will ensure teaching staff minimise the risk of late entries by

- following procedures identified by the EO in relation to making final entries
- meeting internal deadlines identified by the EO for making final entries

Re-sit entries

The EO will

- issue results to candidates
- where relevant, inform teaching staff and candidates of re-sit opportunities in the next available exam series
- identify the process for requesting a re-sit entry

Where still enrolled at the centre, candidates:

- may request to retake a qualification (or component of a qualification where this is available) in the next available exam series using the centre-devised *re-sit entry form*
- must pay the appropriate entry fee

Private candidates

The centre may accept at its own discretion entries from private candidates for qualifications that the centre determines it can effectively administer and conduct exams for.

The EO will:

- identify awarding body processes and information for private candidates
- provide an entry process for private candidates to follow
- charge the private candidate the appropriate fees which will comprise:
 - the entry fee charged by the awarding body plus a **£30** administrative fee and appropriate invigilation costs

Extra-Curricular exams for subjects studied outside of school (e.g. music dance languages etc)

Extra-curricular exams studied outside of school must not take precedence over exams taken in school in the event of a clash with the timetable, for further information please contact your Exam Officer.

Transfer of credit

The centre does not offer GCE AS qualifications so transfer of credit arrangements is not applicable.

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 will confirm entry information is correct and notify the EO of any discrepancies.

Pre-exams

Access arrangements

The SENCo will:

- allocate centre staff to facilitate access arrangements for candidates in exams and assessments
- ensure candidates are informed of the access arrangements that are in place for their exams and assessments

Briefing candidates

Before exams 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

- what equipment is/is not provided by the centre
- when results and certificates will be issued
- the post-results services and how the centre will administer requests from candidates for access to scripts, enquiries about results and appeals

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

The HoC will ensure teaching staff provide estimated grade information to the EO to the internal deadline (where this still may be required by the awarding body).

The EO will:

- submit estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body)
- keep a record to track what has been sent

Internal assessment

The HoC will ensure:

- teaching staff mark and authenticate candidates' work according to awarding body requirements
- teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- 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
- log moderated work returned to the centre
- ensure teaching staff are aware of the guidelines in terms of retention and subsequent disposal of candidates' work

Candidates will authenticate their work as required by the awarding body.

Invigilation

The EO will:

- provide an invigilation handbook and train/update invigilators annually
- 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 the facilitation and invigilation of access arrangement candidates

The SENCo will liaise with the EO regarding facilitation and invigilation of access arrangement candidates.

Invigilators will provide information as requested on their availability to invigilate throughout an exam series.

JCQ inspection visit

The EO will accompany the Inspector throughout the course of the visit, including inspection of the centre's secure storage facility.

Seating and identifying candidates in exam rooms

The EO will

- ensure a written procedure is in place to verify candidate identity
- ensure that invigilators are aware of the procedure
- provide seating plans for exam rooms as per JCQ and awarding body requirements

Verifying candidate identity procedure

1. Desk/seating cards showing candidate details are produced and placed on exam desks prior to candidates entering an exam room
2. A senior member of centre staff (authorised by the HoC) who knows the candidates confirms their identity and seating as candidates enter the exam room

Invigilators will:

- follow the procedure for verifying candidate identity provided by the EO
- seat candidates in exam rooms as instructed by the EO in the seating plan

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 according to JCQ and awarding body regulations

Reception staff will follow the process to record confidential materials delivered to the centre and issued to authorised staff.

Teaching staff will follow 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 master exam timetable for each exam series
- identify and resolve candidate exam clashes
- identify exam rooms and specialist equipment requirements
- allocate invigilators to exam rooms as per the required ratios
- liaise with the Premises Officer to ensure exam rooms are set up according to JCQ and awarding body regulations
- liaise with the SENCo regarding rooming of access arrangement candidates

The SENCo will liaise with the EO regarding rooming of access arrangement candidates.

The Premises officer will liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body regulations.

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 SENCo will liaise with teaching staff to make appropriate arrangements for access arrangement candidates.

Teaching staff will:

- provide exam papers and materials to the EO to the deadline specified by the EO
- support the SENCo 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 (temporary) access arrangements as they arise at the time of exams
 - apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

The SENCo will liaise with the EO where a facilitator may be required to support a candidate requiring an emergency (temporary) access arrangement at the time of exams.

Candidate absence

Candidate absence policy

- Every effort will be made to ensure candidates attend every exam
- As soon as candidates are all seated in the exam room, and as far as possible before the exam starts, empty desks as shown on the seating plan will identify absent candidates
- The attendance officer will make every effort to determine the whereabouts of a candidate absent from an exam and get him/her into the exam room as soon as possible
- If a candidate subsequently arrives late, the candidate late arrival policy will be followed
- The HoC will instigate internal disciplinary procedures for persistent absentees from exams

Invigilators will:

- be informed of the policy/process for dealing with absent candidates through invigilator training
- ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

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

Candidate behaviour

See Irregularities below.

Candidate personal belongings

See unauthorised materials below.

Candidate late arrival

The EO will:

- in accordance with the regulations, ensure that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- warn candidates that their work may not be accepted for marking by the awarding body

Invigilators will:

- be informed of the policy/process for dealing with late/very late arrival candidates through training

- ensure that relevant information is recorded on the exam room incident log

Candidate late arrival policy

- A late arrival is where a candidate arrives after 9.30 and by 10.00 am for a morning exam and after 2.00 and by 2.30 pm for an afternoon exam
 - Where a candidate arrives late for an exam, the candidate will be allowed into the exam room and as far as possible be allowed the full time to complete the exam
- A very late arrival is where a candidate arrives after 10.00 am for a morning exam and after 2.30 pm for an afternoon exam
 - Where a candidate arrives very late for an exam, the candidate will be allowed into the exam room and as far as possible be allowed the full time to complete the exam, subject to extended rooming and invigilation arrangements being available
 - The EO will warn the candidate that his/her work may not be accepted for marking by the awarding body
 - The EO will complete the *JCQ/VLA Very late arrival form* and submit to the awarding body within seven days of the exam
- In all cases, before he/she is seated in the exam room, the candidate will be
 - asked to hand over any unauthorised materials
 - read any erratum notices
- Where a candidate arrives after an exam has finished and other candidates have left the exam room, he/she will not be allowed to take the exam
- The HoC will instigate internal disciplinary procedures for persistent late arrivals to exams

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 according to JCQ and awarding body instructions and regulations.

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 in secure storage
- collate attendance registers and examiner details in date order
- regularly check mail or email inbox for updates from awarding bodies

Exam rooms

The HoC will:

- ensure only approved centre staff are present in exam rooms according to the regulations
- ensure that information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Food and drink in exam rooms

- Candidates may bring a plastic bottle or drink container of water into the exam room; labels must be removed from containers
- Food is not allowed in exam rooms unless a candidate has a recorded medical condition that requires this
- In all cases, food must be free from packaging and all labels removed from drink containers

The EO will:

- ensure exam rooms are set up as required in the regulations
- provide invigilators with appropriate resources to effectively conduct exams
- ensure sole invigilators have an appropriate means of summoning assistance
- ensure invigilators understand how to deal with candidates who may need to leave the exam room temporarily

The HoC will ensure a written centre policy/procedure for dealing with an emergency evacuation of the examination room is in place.

Emergency evacuation procedure

The procedure is saved in the shared area '**Examination Policies**'

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/update events and briefing sessions

Candidates will be required to remain in the exam room for at least an hour from the start time.

Irregularities

The HoC will:

- ensure any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body
- ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- in accordance with regulation make the decision to remove a candidate from an exam room where the candidate is disrupting others remaining in the room
- instigate internal disciplinary procedures for disruptive candidates

The EO will:

- provide an *exam room incident log* in all exam rooms for recording any incidents or irregularities
- action any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place
 - for instances of suspected malpractice by candidates, ensure the *JCQ/ M1 Suspected candidate malpractice report form* is submitted to the awarding body

Invigilators will record any incidents or irregularities on the *exam room incident log* (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation).

Malpractice

See Irregularities above.

Special consideration

The EO will:

- process appropriate requests for special consideration to awarding bodies
- 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.

Special consideration policy

The policy is saved in the shared area '**Examination Policies**' and posted on the school websites

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

- Candidates are informed of what is and what is not allowed in exam rooms prior to exams taking place
- Prior to the start of an exam, candidates are reminded, through the standard invigilator announcement, that mobile phones or other unauthorised items in the candidates' possession must be handed to the invigilator
- Unauthorised materials are placed on the invigilator desk
- Candidates are instructed that personal belongings not allowed at exam desks are placed at the back of the exam room OR in their lockers

Invigilators will be informed of the arrangements through training

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

Internal assessment

The HoC will ensure:

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

Managing results day(s)

The HoC will identify centre staff who will be involved in the main summer results day(s) and their role.

Site staff will ensure the centre is open and accessible to centre staff and candidates, as required.

Accessing and issuing 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, where this is provided by the awarding body
- resolve any missing or incomplete results with awarding bodies
- issue statements of results to candidates on the publication of results date
- provide summaries of results for relevant centre staff on the publication of results date

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 HoC 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

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 Deputy Head will:

- provide analysis of results to appropriate centre staff
- provide results information to external organisations where required

Following the publication of results, the Exams Officer will:

- undertake the Key Stage 4/16-18 Performance Tables checking exercise

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed. The process for issuing certificates to candidates is detailed below.

Issue of certificates procedure

1. An annual awards evening is arranged to take place after the deadline for issue of certificates by awarding bodies
2. Candidates are informed of this event prior to exams taking place by the EO
3. Certificates are issued during the event

OR

1. Certificates are posted out to candidates' last known address by (certificate of posting)
2. Candidates are responsible for keeping the centre updated on any change to address prior to the issue of certificates

OR

1. Candidates may arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates

Retention of certificates policy

- Unclaimed certificates are kept on file for a minimum of one year from the date of issue
- After 2 years, uncollected certificates are securely disposed of

Review

The EO will:

- provide the HoC 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
- collect and evaluate feedback from staff, candidates and invigilators to inform review

The HoC will work with the EO to produce a plan to action any required improvements identified in the review.

Retention of exam records

The EO will:

- keep records as required by JCQ and awarding bodies for the required period
- keep records as required by the centre's records management policy
- provide an exam archiving policy that identifies information held, retention period and method of disposal

Exam archiving policy

The policy is saved in the Teacher shared area '**Examination Policies**'

Beyond the scope of this policy

The following required written policies are considered beyond the scope of the exam policy.

Assessing candidates process

This process is covered in the Access arrangements policy which is saved in the shared area '**Examination Policies**'

Child protection policy

This policy is posted on the school website.

Data protection policy

This policy is posted on the school website.

DBS (Disclosure and Barring Service) policy

This policy is posted on the school website.