



Exam policy

Revised: August 2022

Review Date: July 2023

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Purpose of the policy

The centre 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 is documented and other relevant exams-related policies, procedures and plans are signposted
- 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 CIE and the JCQ and awarding body regulations, guidance and instructions, thus ensuring that

“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute” [JCQ [General regulations for approved centres](#)¹]

- exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current CIE and JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff.

Via this document which will be located on our network.

An email informing all staff of the document will be sent at each update.

New staff will have this information explained to them in their induction

Roles and responsibilities overview

“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 may not appoint themselves as the examinations officer.” [GR¹]

Head of centre (The Principal)

- Understands the contents and, through the Exams Officer (EO), refers to and directs relevant centre staff to annually updated CIE and JCQ publications including:
[General regulations for approved centres](#)(GR)
[Instructions for conducting examinations](#)(ICE)
[Access Arrangements and Reasonable Adjustments](#)(AA)
[Suspected Malpractice in Examinations and Assessments](#)(SMEA)
[Instructions for conducting non-examination assessments](#) (NEA)
<https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf>

- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to
- Ensures the exams officer 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
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, **is not an invigilator during the examination or on-screen test;**”[\[LCE 6\]](#)
- Ensures security within the examination process is managed according to CIE and JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exam contingency plan

The location of this document is: T Drive – Policies and Handbooks

- Ensures required internal appeals procedures are in place

Internal appeals procedures

The location of this document is: T Drive – Policies and Handbooks

- Ensures a disability policy showing the centre’s compliance with relevant legislation is in place

Disability policy

The location of this document is: T Drive-Policies and Handbooks (Disability Access and Special Educational Needs and Disabilities Policy which features the Equality Act of 2010)

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

Access arrangements policy

The location of this document is: T Drive-Policies and Handbooks (Special Educational Needs and Disabilities Policy)

- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

“The **examinations officer or quality assurance co-ordinator** is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”

Exams officer

- Understands the contents of annually updated CIE and JCQ publications including:
[*General regulations for approved centres*](#)
[*Instructions for conducting examinations*](#)
[*Suspected Malpractice in Examinations and Assessments*](#)
[*Post-results services*](#) (PRS)
<https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf>
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required

Senior Management Team

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated CIE and JCQ publications including:
[*General regulations for approved centres*](#)
[*Instructions for conducting examinations*](#)
[*Access Arrangements and Reasonable Adjustments*](#)
[*Suspected Malpractice in Examinations and Assessments*](#)
[*Instructions for conducting non-examination assessments*](#)
<https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf>

Special educational needs and disability co-ordinator (SENDCo)

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated CIE and JCQ publications including:
[*Access Arrangements and Reasonable Adjustments*](#)
<https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf>
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a CIE or JCQ Centre Inspector, evidence of the assessor's qualification

Director of Studies

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

Senior Tutors

- Collect information from candidates to inform the EO
- Distribute information from EO to candidates

- Assist EO with contacting parents/carers so that ST is the hub for parents/carers and candidates

Teaching staff

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

Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate

Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials

Maintenance staff

- 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 for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

- planning
- entries
- pre-exams
- exam time
- results and post-results

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

Planning: roles and responsibilities

Information sharing

Head of centre

- Through the Exams Officer directs relevant centre staff to annually updated CIE and JCQ publications including
- <https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf> [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#)

Exams officer

- Signposts relevant centre staff to CIE and JCQ publications and awarding body documentation relating to the exams process that has been updated
- Signposts relevant centre staff to CIE and JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

Information gathering

Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of mock exams and to assist with Access Arrangements with the SENDCo

Director of Studies

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information
- Informs 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
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

Access arrangements

SENDCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **data protection notices** from candidates where required

- Applies, with EO for **approval** through *Access arrangements online (AAO)*, where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for CIE and JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- In conjunction with EO provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy

The location of this document is: T Drive – Policies and Handbooks

- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets CIE and JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Separate invigilation within the centre

SENDCos must note that candidates are only entitled to the above arrangement if they are disabled within the meaning of the Equality Act (2010). The candidate is at a substantial disadvantage when compared with other non-disabled candidates undertaking the assessment and it would be reasonable in all the circumstances to provide the arrangement. (The only exception to this would be a temporary illness, a temporary injury or other temporary indisposition which is clearly evidenced).

Where a candidate's difficulties are established within the centre, and known to the SENDCo or the SMT responsible for pastoral needs, a separate room and invigilator should be provided. Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs.

The SENDCo will inform the EO, who in turn, will request a room from the timetabling dept.

SMT, Director of Studies, Senior Tutors and Tutors

- Support the SENDCo in identifying and implementing appropriate access arrangements

Internal assessment

Head of centre, via EO

- Ensures an **internal appeals procedure** is in place for a candidate (or parent/carer) to appeal against an internal assessment decision (see Roles and responsibilities overview)

- Ensures a policy for the **management of NEA, coursework, oral and practical exams** is in place for GCSE, IGCSE and GCE qualifications, identifying staff responsibilities and examining potential risks
- Ensures a **non-examination assessment policy** is in place for new GCE and GCSE qualifications

Non-examination assessment policy

The location of this document is: T Drive – Policies and Handbooks

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

SMT

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work

Director of Studies

- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and Entry Level or Project qualifications follow CIE <https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf> and JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & GCSE specifications follow CIE <https://www.cambridgeinternational.org/Images/511749-cambridge-handbook-uk.pdf> and JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of CIE and JCQ and awarding body information for candidates on producing work that is internally assessed

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Has overall overview and responsibility for ensuring that marks and work are sent off to the relevant awarding bodies by the deadlines set

Invigilation

Exams officer

- Provides an annual training event for new invigilators and an update event for invigilators in the conduct of exams

- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Collects evaluation of training to inform future events

Entries: roles and responsibilities

Estimated entries (when required)

Exams officer

- Requests estimated or early entry information, where this may be required by awarding bodies, from data based on the previous academic year and this year's intake, in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

The EO will go through the exam entries from the previous exams cycle as well as looking at information relating to our September intake. From this they will create the necessary data to submit to the awarding bodies. DoS, when necessary, can be consulted and assist the EO in collating this information.

Director of Studies

- Provides information requested by the EO by the internal deadline set by the EO
- Informs the EO immediately of any subsequent changes to information or any peculiarities which might have arisen from after the candidate has enrolled.

Final entries

Exams officer

- Requests final entry information from DoS in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs DoS and STs of subsequent deadlines for making changes to final entry information without charge
- Confirms with DoS and STs final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

Final entries collection and submission procedure

EO will send out an exam entry form to the DoS. The DoS can then send these onto their tutors or collate the information themselves in collaboration with the tutors. By the deadline the forms are returned to the EO who will create the summer mock

exam timetable from this information, enter it onto our MIS to make the exam entries and create and distribute, via STs, statements of entry to candidates.

Director of Studies

- Provides information requested by the EO to the internal deadline
- Informs 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
- Checks final entry submission information provided by the EO and confirms information is correct

Entry fees

Entry fees are set by SMT. Once final entries have been sent off the EO will provide Finance with the fee for each candidate within a week of the entry deadline. Finance will then invoice the fee payer.

Late entries

Exams officer

- Has clear entry procedures in place to minimise the risk of late entries
- Charges any late or other penalty fees to candidates if they have not provided the information in time. If it is the fault of the college, the cost is currently covered by the EO. Documentation is retained by the EO as evidence should a query arise from the late entry and fees.

Director of Studies

- Minimises 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

Exam entries for subjects which a student is not having any lessons at the college

Exam entry information will be gathered by the EO from a variety of sources which include (but is not exhaustive) the enrolment form, ST advice, student or fee payer requests.

Private candidates

The college does not currently accept Private candidates

Transfer of credit

Exams officer

- When this occurs, the EO will provide the documents required to the other school and candidate involved and send them off to the awarding body.

Director of Studies/Senior Tutors/Admissions

- Identify affected candidates to the EO

Candidate statements of entry

Exams officer

- Provides Senior Tutors with candidates' statements of entry for checking

Director of Studies/Senior Tutors

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

Candidates

- Confirm entry information is correct or notify the ST of any discrepancies

Pre-exams: roles and responsibilities

Access arrangements

SENDCo in conjunction with EO

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (CIE and JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

Briefing candidates

Exams officer

- Issues individual exam timetable information to Senior Tutors to pass onto candidates
- Issues relevant CIE and JCQ information for candidates documents and informs ST or SENDCO*
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
 - exam clashes

- arriving late for an exam
- absence or illness during exams
- what equipment is/is not provided by the centre
- food and drink in exam rooms
- when and how results will be issued and the staff that will be available
- the post-results services and how the centre deals with requests from candidates
- when and how certificates will be issued

*where applicable

Access to scripts, enquiries about results and appeals procedures

Within the results documentation emailed to students will be information and forms relating to post result EARs and appeals*. Candidates should follow the information provided and note that, where a fee is applicable, this must be paid in full prior to any request being granted.

*which will also be made available to the candidates prior to them sitting exams.

Dispatch of exam scripts

Exams officer

- Identifies and confirms 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 (when necessary)

Director of Studies

- Ensures teaching staff provide estimated grade information to the EO by the internal deadline (where this still may be required by the awarding body)
-

Exams officer

- Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body)
- Keeps a record to track what has been sent which will be available to DoS

Internal assessment

Head of centre/Exam Officer

- Ensures procedures are in place for candidates to appeal an internal assessment decision or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

SENDCo

- Liaises with teaching staff and Exams Officer to implement appropriate access arrangements for candidates undertaking internal assessments

Teaching staff

- Support the SENDCo in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies

Director of Studies

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

Exams officer

- Submits marks and samples to awarding bodies/moderators to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated work returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

- Authenticate their work as required by the awarding body

Invigilation

Exams officer

- Provides an invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the SENDCo regarding the facilitation and invigilation of access arrangement candidates

SENDCo

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates

Invigilators

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

JCQ and CIE inspection visit

Exams Officer

- Accompanies *“the Inspector **throughout** the course of his or her centre visit, including inspection of the centre’s secure storage facility.”* [[ICE](#) Introduction]

Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify candidate identity including private candidates

Verifying candidate identity procedure

Students will be, as is college policy, required to wear their lanyards as verification of their identity.
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- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to CIE and JCQ and awarding body requirements

Invigilators

- 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

Exams officer

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to CIE and JCQ and awarding body requirements

Reception staff

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

Teaching staff

- 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

Exams officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolve candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to CIE, JCQ and awarding body requirements
- Liaises with the SENDCo regarding rooming of access arrangement candidates

SENDCo

- Liaises with the AAO regarding rooming of access arrangement candidates

- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

Maintenance staff (including Academic Administration Officer)

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

Transferred candidate arrangements

Exams officer

- Liaises with the host or entering centre, as required
- Processes requests to the awarding body deadline
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

Exams officer

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

SENDCo

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

Teaching staff

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

Academic Administration Officer

- Provides rooms for internal exams based on the timetable provided by the Exams Officer

Exam time: roles and responsibilities

Access arrangements

Exams officer

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

Candidate absence

Candidate absence policy

If a candidate has not arrived for the start of the exam and not contacted the college, the EO will contact reception via telephone and ask that they attempt to contact the candidate. If the candidate cannot be contacted, then the *Attendance Policy** is followed.

*located T drive – Policies and Handbooks

Invigilators

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

Candidates

- Are made aware of the college, CIE and JCQ policy and regulations with regards to absence in an exam

Candidate behaviour

See *Irregularities* below.

Candidate belongings

See *Unauthorised materials* below.

Candidate late arrival

Exams officer

- Ensures 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
- Warns candidates that their work may not be accepted by the awarding body

Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates through training
- Ensure that relevant information is recorded on the exam room incident log

Candidate late arrival policy

The location of this document is: T Drive – Policies and Handbooks

Conducting exams

Head of centre

- Ensures venues used for conducting exams meet the requirements of CIE, JCQ and awarding bodies

Exams officer

- Ensures exams are conducted according to CIE, JCQ and awarding body instructions
- Ensures each exam session is fully prepared for, unplanned events can be dealt and associated follow-up is completed

Dispatch of exam scripts

Exams officer

- Dispatches scripts as instructed by CIE, JCQ and awarding bodies
- Keeps appropriate records to track dispatch

Exam papers and materials

Exams officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Maintains copies of attendance registers
- Regularly checks mail or inbox for updates from awarding bodies

Exam rooms

Exams officer

- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Food and drink in exam rooms

Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.

[\[ICE 11\]](#)

- Ensures exam rooms are set up as required in the regulations
- Ensures only approved centre staff are present in exam rooms
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

Emergency evacuation policy

The location of this is: *T Drive – Policies and Handbooks*

Site staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

Invigilators

- Conduct exams in every exam room as instructed in training/update events and briefing sessions

Candidates

- Are required to remain in the exam room for the full duration of the exam or until dismissed by the invigilator

Irregularities

Head of centre

- Ensures any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required

Managing behaviour

Students and staff should follow the guidance in our *Promoting Good Behaviour* - located *T drive – Policies and Handbooks*

- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Exams officer

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

Invigilators

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

Malpractice

See *Irregularities* above.

Special consideration

Exams officer

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

Candidates

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

Unauthorised materials

Invigilators

- Are informed of the arrangements through training

Internal exams

Exams officer

- Briefs invigilators on conducting internal exams
- Returns candidate scripts to teaching staff for marking

Invigilators

- Conduct internal exams as briefed by the EO

Results and post-results: roles and responsibilities

Internal assessment

Head of department

- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by CIE, JCQ and awarding bodies (copies are provided to Exam Officer for secure storage in case of awarding body request for another version due to loss of work in transit)
- Ensures work is returned to candidates or disposed of according to the requirements

Managing results day(s)

Head of Centre / Exams Officer

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior staff are available for candidates as results are issued

Site staff

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

Accessing results

Exams officer

- Informs candidates in advance of when and how results will be released to them
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date via email
- Provides summaries of results for relevant centre staff on issue of results date

Post-results services

Head of centre

- Ensures **internal appeals procedures** are 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

Exams officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

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

Candidates

- Meet internal deadlines to request the services
- Provide informed consent and fees, where relevant

Analysis of results

Exams Officer

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

Certificates

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

Issue of certificates procedure

Candidates will be contacted, via email, to inform them that their certificates have arrived at the college by the EO. They will be given options on how to receive them and any costs which are applicable. They must inform the EO which option is preferred. If they wish to receive them, by post, they must provide an up to date address. The EO will despatch accordingly.

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

Certificates will be kept by the college for four years in hard copy and in electronic format (from the exam series they were taken in). After this the hard copy will be sent back to the exam boards to be disposed with.

Review: roles and responsibilities

Senior leaders

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

Retention of records: roles and responsibilities

Exams officer

- Provides SMT 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
- Collects and evaluates feedback from staff, candidates and invigilators to inform review
- Keeps records as required by CIE and JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy
- Provides an exam archiving policy that identifies information held, retention period and method of disposal

Exam archiving policy

The location of this is: *T Drive – Policies and Handbooks*

Beyond the scope of this policy

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

Child protection policy

located T drive – *Policies and Handbooks*

Data protection policy

located T drive – *Policies and Handbooks*

Safer Recruitment policy

located T drive – *Policies and Handbooks*