



## RMA Exams Policy

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## Key Roles & Responsibilities

Role	Name
Head of Centre	Vicky Barwell (Principal)
Senior Leaders	Priya Launa-Hewage (Assistant Principal - Lead for Exams) Jane Bland (Vice Principal) Shireen Takolia (SENDSCO) Kajal Patel (Business Operations Manager)
Exams Manager	Anna Mrisi
Exams Officer	Emma Taylor
Other staff (if applicable)	Zainab Karim (Assistant SENDSCO) Aasiyah Mohamed-Ilfan (Reading & Language Development Co-Ordinator) Jay Acharya (BTEC Quality Nominee)

### 1. Purpose of the Policy:

The centre is committed to ensuring that the examinations/assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This policy will ensure that:

- All aspects of the centre's process is documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures are signposted
- The workforce is well informed and supported
- All centre staff involved in the process clearly understand their roles and responsibilities
- All exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the examination/assessment system at all times
- Exam candidates understand the process and what is expected of them

This policy is reviewed annually to ensure compliance with current JCQ regulations, awarding body requirements and statutory guidance, including updates to the JCQ Instructions for Conducting Examinations (ICE) and Access Arrangements and Reasonable Adjustments (AARA).

This policy will be communicated to all relevant centre staff and brought to the attention of all identified with roles and responsibilities within the policy via the school's website and available on the shared staff area in the Exams folder, under Policies.

All information that is contained in the policy will be made accessible and brought to the attention of candidates through the website and also communication via e mail.

### 2. Roles & Responsibilities Overview:

The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and awarding body requirements.

The examination manager/officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

The head of centre must not normally appoint themselves as the examination officer. In such cases the head of centre must ensure there is a suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head of centre must ensure that these arrangements are covered by their examination contingency plan.

### 3. Head of Centre responsibilities: Principal

The Head of Centre has the overall responsibility for the Academy and must ensure:

- that the senior leadership teams and exam officer personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4
- that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.
- that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

It is the responsibility of the head of centre to ensure that all staff comply with the instructions in [Instructions for conducting examinations](#) document.

The head of centre must ensure:

- compliance with the published JCQ regulations and awarding body requirements to deliver qualification(s)
- appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. entries, internally assessed marks
- all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority

Head of centre:

- understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#) (GR)
  - [Instructions for conducting examinations](#) (ICE)
  - [Access Arrangements and Reasonable Adjustments](#) (AARA)
  - [Suspected Malpractice - Policies and Procedures](#) (SMPP)
  - [Instructions for conducting coursework](#) (ICC)
  - [Instructions for conducting non-examination assessments](#) (NEA)
  - [A guide to the special consideration process](#) (SC)
- ensures that the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- when/if using a third party to deliver any part of a qualification (including its assessments) at the centre:
  - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements
  - has in place a written agreement with third party (unless exclusions apply) to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
  - ensures that a copy of the written agreement is available for inspection if requested by the awarding body

- ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section)
- ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including e mail addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel
- reporting all suspicions or actual incidents of malpractice to the Exams Manager/Exams Officer.

The Head of Centre has the authority to remove a candidate from the examination room but only should do so if the candidate would disrupt others by remaining in the room. Refer to the JCQ document '*Suspected malpractice in examinations and assessments.*'

#### **4. Resilience and Contingency arrangements:**

The centre must ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering evidence of candidate performance in line with the published guidance.

At Rushey Mead Academy:

- there will be two mock series in the Year 11 academic year:
  - first mock series in November – usually with one time slot per subject, under full examination conditions in the Sports Hall.
  - second mock series in March – under full examination conditions in classrooms

The centre must have an up to date written contingency plan.

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan must cover the following scenarios:

- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.

As part of their contingency plan centres must identify an alternative site if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different Year Groups.

The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure that candidates' work is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

Contingency plans are available via the Exams Officer and are in line with the [guidance provided by Ofqual](#), [JCQ](#) and awarding organisations.

## 5. Cyber Security:

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security* Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

It is the responsibility of the head of centre to ensure that the centre:

## 6. Recruitment, selection, training and support (GR 5.3)

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to understand the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work
- Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo (or equivalent role) to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ and awarding body regulations.
- Ensures that the SENCo (or equivalent role = Assistant SENCo) understands the JCQ document [Access Arrangements and Reasonable Adjustments](#) and is given sufficient time to manage the access arrangements process within the centre
- Ensures the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation. (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations.
- Ensures that the examination officer is line managed and actively supported by a member of the senior leadership team who oversees the exams and has good working knowledge of the examination system and internal governance arrangements

## 7. External & Internal Governance arrangements (GR 5.3)

- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent. (*Refer to GR Section 5.3 Internal governance arrangements*)

#### **8. Escalation Process (GR 5.3)**

- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams team
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conduct of examinations and assessments.

#### **9. Delivery of qualifications (GR 5.3)**

- Delivers qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject concerned

#### **10. Public Liability (GR 5.3)**

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

#### **11. Controlled assessments, coursework and non-examination assessments (GR 5.3)**

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (This applies to both internal and private candidates)
- Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

#### **Use of Artificial Intelligence (AI)**

- The centre recognises that artificial intelligence (AI) tools may be used appropriately to support teaching and learning; however, candidates must not misuse AI in a way that constitutes malpractice.
- Any work submitted for assessment, including coursework and non-examination assessments, must be the candidate's own work.
- Candidates must appropriately acknowledge any use of AI-generated content or materials used during research or preparation.
- The misuse of AI, including presenting AI-generated content as a candidate's own work, will be treated as malpractice and may result in disqualification in accordance with JCQ Suspected Malpractice Policies and Procedures.

#### **12. Security of assessment materials (GR 5.3)**

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the security of all assessment materials

- that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
- reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
  - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
  - access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
  - receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

### **13. National Centre Number Register and other information requirements**

- Provides contact details as follows:
  - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
  - a landline telephone number – this must be the number of the main office/ switchboard of the centre
  - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as ‘Yahoo’, ‘Hotmail’ and ‘Gmail’ are not acceptable)  
Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites
  - the name of the head of centre and their email address
  - senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Responds to the National Centre Number Register annual update by the end of the October every year
  - informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre)
  - informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)
  - informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre’s status
  - responds, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year
  - responds to any other reasonable requests made by the National Centre Number Register Team
- (GR 1.9) Understands that this responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre’s declaration, will result in:
  - the centre status being suspended
  - the centre not being able to submit examination entries
  - the centre not receiving or being able to access question papers

and ultimately, awarding bodies could withdraw their approval of the centre

#### **14. Centre Inspection (GR 5.3)**

- Co-operates with the JCQ centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

#### **15. Policies available for Inspection**

All policies are saved in the schools' staff shared drive in the Exams folder under Policies & Procedures. A physical folder containing the same can be located in the main office with the Exams Officer. Any policies that are for the attention of the candidate and their parent/guardian are publicly available on the school's website.

Has in place the following policies for inspection that must be reviewed and updated annually.

- protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
- A written complaints & Appeals Procedure policy
- A written Conflicts of Interest Policy (Exams)

#### **16. Conflicts of Interest (GR 5.3)**

The centre will maintain clear and auditable records of all declared conflicts of interest relating to examinations and assessments.

All staff, governors, volunteers and other individuals involved in examination processes must declare any potential conflict of interest, including where they:

- are taking qualifications at the centre or another centre,
- are teaching, preparing or assessing family members, close friends or their immediate family for qualifications,
- have family members or close personal relationships with candidates entered for examinations or assessments at the centre or another centre.

The centre will inform awarding bodies of relevant conflicts of interest before the published deadline for entries for each examination series, in accordance with JCQ regulations.

Appropriate mitigation measures will be implemented where necessary to protect the integrity of qualifications.

These may include:

- restricted access to secure examination materials,
- removal from invigilation or assessment duties,
- restricted access to secure storage areas,
- alternative arrangements for assessment, moderation or supervision.

Records of conflicts of interest and the measures implemented to mitigate risk will be retained in accordance with

JCQ requirements and made available for inspection where required.

- The centre will manage conflicts of interest in accordance with JCQ General Regulations and will inform awarding bodies, before the published deadline for entries for each examination series, of any relevant conflict of interest involving:
  - centre staff taking qualifications at the centre which include internally assessed components/units,
  - centre staff teaching, preparing or assessing family members, close friends or their immediate family for qualifications which include internally assessed components/units.
- The centre will maintain internal records of all declared conflicts of interest and the measures implemented to mitigate any potential risk to the integrity of qualifications. This includes instances where:
  - exams office staff have family members or close personal relationships with candidates entered for examinations or assessments at this or another centre,
  - centre staff are taking qualifications at this or another centre,

- centre staff are involved in examination processes where a potential conflict may arise.
- Appropriate mitigation measures may include:
  - restricted access to secure examination materials,
  - removal from invigilation, assessment or moderation duties,
  - restricted access to secure storage areas,
  - alternative arrangements for supervision or quality assurance.
- Records of conflicts of interest and associated mitigation measures will be retained in accordance with JCQ requirements and made available for inspection where required.
- Appropriate mitigation measures will be implemented where necessary. These may include:
  - restricted access to secure examination materials,
  - removal from invigilation duties,
  - restricted access to secure storage areas,
  - alternative arrangements for assessment, moderation or supervision.
- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later)
- \*Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:
  - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials
  - during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment
- Data Protection Policy (Exams) (**GR 5.3 and 5.8**)

Consideration may also need to be given to the centre's policy on sharing candidates' results and other exams related information with those with parental responsibility and third parties

### Legislation on sharing information

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

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

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

### Publication of exam results

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

- Equality & Diversity Policy (**GR 5.3**)
- A Resilience & Contingency Plan Policy (**GR 5.3**)
- Malpractice Policy (**GR 5.11**)

The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place

- inform the awarding body immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected malpractice – Policies and Procedures* and provide such information and advice as the awarding body may reasonably require
- (GR 6.2) ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*

### **Personal Data (GR 6.6, 6.8)**

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data (“Student Materials”). Awarding bodies may use the Student Materials to evaluate candidates’ performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body’s privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

- Non-Examination Assessment & Coursework Policy
- Whistleblowing Policy
- Word Processor Policy
- Access Arrangements and Reasonable Adjustments Policy

### **Access Arrangement & Reasonable Adjustments (GR 5.4)**

The head of centre/senior leadership team will:

- appoint a SENCo, Assistant SENCo or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
  - ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner’s potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre’s assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
  - recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010<sup>†</sup>, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid)
- <sup>†</sup>for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo, Assistant SENCo or an equivalent member of staff, undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student. (The centre, where required, must lead on

the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)

- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

## Exams Manager/Exams Officer

Manages the administration of external and internal exams:

- Understands the contents of annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for conducting examinations](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Post-Results Services \(PRS\)](#)
  - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year to confirm the centre's contact details or informs of any changes ((and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)
- 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 may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period
- The centre will ensure sufficient invigilator staffing is deployed for all examinations in accordance with JCQ Instructions for Conducting Examinations (ICE).
  - As a minimum guide, the centre will normally deploy:
  - one invigilator for every 30 candidates in a written examination,
  - at least one fully trained invigilator in each examination room,
  - additional invigilators where required due to candidate need, room layout or examination complexity.
- Additional invigilators may be deployed where:
  - candidates are seated across multiple rooms or large venues,
  - candidates require supervised rest breaks,
  - candidates are using readers, scribes or other access arrangements,
  - candidates are accommodated in smaller or alternative venues,
  - practical or on-screen examinations are taking place,
  - there are identified behavioural, safeguarding or medical concerns,
  - examinations include a high number of late arrivals or movement between venues.
- Works with the SENCo (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series

- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials
- Advises the Senior Leadership Team, Curriculum Leaders, Teaching Staff and other relevant support staff of examination timetables and application procedures as set by the various exam boards.
- Advises Curriculum Leaders with regards to enquiries about results in accordance with JCQ Regulations
- Oversees the production and distribution to staff, governors and candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them.
- Consults with teaching staff to ensure that necessary controlled assessments/coursework are completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Receives, checks and stored securely all exam papers and completed scripts.
- Administers access arrangements and makes applications for special consideration using the JCQ Access arrangements and special considerations regulations and Guidance relating to candidates who are eligible for adjustments in examinations.
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditures relating to all exam costs/charges.
- Line manages the senior exam invigilator and organises the recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Submits candidates'-controlled assessment/coursework marks, tracks despatched and stores returned work and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges the distribution of exam results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their exams.
- The exams officer assists the exams manager and deputises in the absence of the exams manager.

### Senior Leaders:

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for conducting examinations](#)
  - [Access Arrangements and Reasonable Adjustments](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Instructions for conducting coursework](#)
  - [Instructions for conducting non-examination assessments](#)
  - [A guide to the special consideration process](#)
  - [Post-Results Services](#)
- 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 (or equivalent role)
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

### Special Educational Needs Co-Ordinator (SENCo) and Assistant SENCo:

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
  - [Access Arrangements and Reasonable Adjustments](#)
- 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 ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

(GR 5.4)

- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), supporting evidence of need and a signed candidate data personal consent form (This information must be readily available for inspection at the venue where the candidate is taking the examination(s))
- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes
- A candidate's special needs requirements are determined by the SENCo and educational psychologist, as required.
- The SENCo will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an 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.
- Making special arrangements for candidates to take exams is the responsibility of the SENCo and the Exams Manager.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Exams Manager.
- Data protection forms for access arrangements must be signed by each candidate.
- Rooming for access arrangement candidates will be arranged by the SENCo with the Exams Manager
- Invigilation and support for access arrangement candidates will be organised by the Exams Manager.
- Any personal information regarding students that require access arrangements must be kept secure in the exams office.

### **Curriculum Leaders:**

- Guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.
- Involvement in post-results procedures.
- Accurate completion of coursework mark sheets and declaration sheets.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams team following awarding body guidance.

### **Teaching staff:**

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo (or equivalent role)
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events
- Complete necessary tiers of entry, estimated grades and controlled assessment/coursework marks for each awarding body.

### **Invigilators:**

- Attend/undertake training (on the current regulations), update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate

- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Non-teaching invigilators will be used for external exams.
- The recruitment of invigilators is the responsibility of the Exams Manager alongside the Senior Leader overseeing Exams.
- Securing the necessary DBS clearance for new invigilators is the responsibility of the Academy Manager.
- DBS fees for securing such clearance will be paid by the centre.
- Invigilators are timetabled and briefed by the Exams Officer who will be leading the exam series.

#### **Reception Staff:**

- Support the EO in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examination/assessment materials
- All exam materials delivered to centre must be logged by reception staff in the JCQ despatch

#### **Site 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.

- Confirmation and signing of entries.
- Understanding coursework and controlled assessment regulations and signing a declaration that authenticates the work as their own.
- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times.
- Candidates' personal belongings remain their own responsibility, and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.
- Candidates may leave the exam room for a genuine purpose requiring an immediate return to the exam room, in which case a member of staff must accompany them.
- The Exams Manager will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

## **17. The Exam Cycle**

### **The Statutory Tests & Qualifications offered**

The statutory tests and qualifications offered at this centre are decided by the Curriculum Leaders of the curriculum and the Senior Leadership Team.

The statutory tests and qualifications offered are GCSEs, BTECs, Cambridge Nationals, Entry Level, Functional Skills, UAS and vocational qualifications.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year and is available on the school website. If there has been a change of syllabus from the previous year, the exams office must be informed by the end of the autumn term.

Decisions on whether a candidate should not take an individual subject, will be a decision taken in consultation with the candidate, parents/carers/guardian, SENCo, subject teacher, Curriculum Leaders. This will be then taken into consideration by the Head of Centre, who will make the final decision.

The exams management and administration process that needs to be undertaken for each exam series is referred to as the exam cycle and relevant tasks which need to be undertaken before, during and after an exam series 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**

### **18. Secure Materials**

#### **Head of Centre**

(GR 3.6)

- Ensures the centre has a secure storage facility in a room solely assigned to examinations (ICE 3.1)
- A clear record of authorised key holders and access arrangements will be maintained by the centre.

#### **The secure room and the secure storage facility**

##### **The secure room:**

The secure room must only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures. Only authorised personnel will have access to the secure room, who are approved key holders by the Head of Centre.

##### **The secure storage facility:**

Access to the secure storage facility **must** be restricted to two to six key holders, one of whom **must** be the exams officer.

The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

At Rushey Mead Academy:

##### **Keeping question papers and other examination materials secure**

- On receipt, the question paper packets, still in their despatch packaging, must be moved immediately to the secure room for checking and transfer to the centre's secure storage facility.
- It is for the Head of Centre to set out the appropriate terms of authorisation for members of centre staff. Only authorised personnel by the Head of Centre and the exams officer must be allowed access to the centre's secure storage facility.

##### **Checking question paper packets**

- When question paper packets are removed from the despatch packaging they will be checked carefully. The question paper packets will be checked against the awarding body's despatch note and the centre timetable or entries.

- Checking will take place as soon as possible on the day the question papers are received. If this is not possible, e.g. due to a late delivery or the unavailability of authorised members of staff, the material still in its despatch packing will be transferred immediately into the secure storage facility until it can be checked.
- The checking will take place no later than the next working day and will be undertaken in the secure room.
- The awarding body will be informed immediately if there are any problems.

#### **Conditions for storing question papers and any other confidential material**

- The secure storage meets the conditions set out in the JCQ requirements, section 3
- Question papers and pre-release materials issued by the awarding bodies are always be stored at the centre's registered address in a secure room with a secure storage facility, e.g. safe, security cabinet.
- The secure room is solely for the purpose of administering secure examination materials, with access restricted to five holders only.
- Question papers are always kept in their sealed packets.
- All examination stationery, e.g. answer booklets and formula booklets, is stored in the secure storage.
- Handling encrypted secure material on the day of an examination/assessment

#### **Handling encrypted secure material on the day of an examination/assessment**

Only authorised members of staff approved by the Head of Centre are permitted to access, download, print or handle electronic question papers (EQPs).

Only authorised members of staff approved by the Head of Centre are permitted to access, download, print or handle electronic question papers (EQPs).

At Rushey Mead Academy, authorised staff may include:

- Exams Manager
- Exams Officer
- Senior Leader with oversight of examinations
- IT Network Manager/authorised IT support staff where technical assistance is required

Access to encrypted materials and associated passwords will be restricted to between two and six authorised members of staff in accordance with JCQ regulations.

#### **Downloading electronic question papers**

Electronic question papers will only be downloaded:

- from a secure awarding body website,
- using centre-authorised devices,
- by authorised staff only,
- within the secure examinations office or another secure location approved by the Head of Centre.

Downloaded files will remain encrypted until immediately prior to printing.

#### **Secure printing arrangements**

Printing of electronic question papers will:

- only take place within a secure area approved by the Head of Centre,
- be supervised at all times by authorised staff,
- be completed using a printer not accessible to unauthorised staff or students.

Question papers must be collected immediately from the printer and checked against awarding body requirements.

During printing and collation:

- examination materials must not be left unattended,
- printing must not be interrupted by unauthorised individuals,
- all pages must be accounted for and securely collated immediately.

Once printed, papers will be transferred immediately to the centre's secure storage facility until required for the examination.

#### **Security of electronic files**

Electronic files containing question papers must:

- remain password protected and encrypted where applicable,
- only be stored temporarily,
- not be copied, forwarded or saved to unauthorised devices or locations.

Following successful printing and verification, electronic question paper files and associated downloaded materials will be securely deleted from:

- local drives,
  - downloads folders,
  - recycle bins,
  - temporary storage locations,
- in accordance with centre IT security procedures.

### **Technical failures**

In the event of a technical failure during the downloading, opening or printing of electronic question papers:

- the Exams Officer and relevant Senior Leader must be informed immediately,
- the awarding body will be contacted where necessary,
- secure examination conditions will be maintained at all times,
- a full record of the incident and actions taken will be retained by the centre.

Where appropriate, contingency arrangements identified within the centre's Exam Contingency Plan will be implemented.

### **IT support arrangements**

- Authorised IT support staff may provide technical assistance where required; however, they must work under the direct supervision of authorised examinations staff when electronic question papers are accessed or printed.
- IT staff must not retain copies of secure examination materials or passwords following completion of the process.

### **Removing question papers from secure storage**

- In order to avoid potential breaches of security, care is taken to ensure that the correct question paper packets are opened.
- A member of centre staff, additional to the person removing the papers from secure storage, e.g. the Exams Officer/Exams Manager will read aloud the day, date, time, subject, unit/component and if appropriate, tier of entry, immediately before a question paper packet is opened and a member of SLT will confirm if what has been read aloud matches what they can see and is correct.
- This check will be recorded on the 'second pair of eyes check' form.
- Question paper packets will be taken to the designated examination room(s) as close to the start of the examination as possible.
- They will not be removed from the centre's secure storage facility and taken to the designated examination room(s) any earlier than 60 minutes prior to the awarding body's published starting time for the examination.
- Where confidential materials such as live assignments need to be opened in advance of the examination and held for use over an extended period, strict precautions will be taken to safeguard them after they have been opened or downloaded from an awarding body's secure extranet site:
  - they are only issued at the time of the assessment and must be collected at the end of the assessment session;
  - they are not to be removed from the centre and when not in use must be kept secure under the conditions described above
  - each copy will be checked prior to the examination to ensure that it is clean and free from pen or pencil annotations or amendments.
  - live assessment material are not be used as practice material for any qualifications.

## **19. Information sharing**

### **Head of Centre**

- Directs relevant centre staff to annually updated JCQ documents including [GR](#), [ICE](#), [AARA](#), [SMPP](#), [ICC](#), [NEA](#) and [SC](#)

### **Exams Manager/Exams Officer**

- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
- Signposts relevant centre staff to JCQ information that must be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

## **20. Information gathering**

### **Exams Manager/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
- (where applicable to the role) Collects information on internal exams/assessments to enable preparation for and conduct of (insert the titles these internal exams/assessments are referred to in the centre)

### **Senior Leaders**

- Respond (or ensure teaching staff respond) to requests from the EO on information gathering
- Meet the internal deadline for the return of information
- Inform the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Note the internal deadlines in the annual exams plan and directs teaching staff to meet these

## **21. Access Arrangements**

### **Head of Centre**

- Ensure the centre has documented processes in place relating to access arrangements and reasonable adjustments.
- Ensure the SENCo (or equivalent role) is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

*Additional information can be found in the policy section above.*

### **SENCo**

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working for a candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed *Personal data consent* forms from candidates where required and ensures *Data protection confirmation(s) by the examinations officer or SENCo* are completed
- Applies for approval using *Access arrangements online (AAO)* via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- 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 thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

### **Senior Leaders/Teaching staff**

- Support the SENCo (or equivalent role) in determining and implementing appropriate access arrangements/reasonable adjustments
- (Senior leader) Provides an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations

## **22. Internal assessment and endorsements**

### **Controlled assessments, coursework and non-examination assessments ([GR 5.7](#))**

#### **Head of Centre**

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
- Ensures awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications (This will allow the candidates for each specification to be treated as a single group for the moderation of centre- assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed)
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place
- Ensures that candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)

#### **Senior Leaders:**

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering relevant qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body

- Ensure teaching staff delivering GCE and GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- For VTQs qualifications, ensure teaching staff follow appropriate instructions issued by the relevant awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

#### **Teaching staff:**

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body
- Where more than one member of staff is involved in the assessment of internally assessed components, the centre will ensure appropriate internal standardisation procedures are undertaken to promote consistency of marking.
- Records of standardisation activities agreed assessment decisions and quality assurance processes will be retained in accordance with JCQ and awarding body requirements.
- Where awarding bodies require digital submission of candidate work, files will be securely stored and submitted electronically in accordance with awarding body requirements and centre procedures.
- All files must be saved using the required file format and naming conventions issued by the centre and awarding body.

#### **Exams Manager/Exams Officer:**

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ [Information for candidates documents](#) that are annually updated

### **23. Invigilation**

#### **Head of Centre:**

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- Ensures that, a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined is not an invigilator during the examination.
- Ensures that if a Teaching Assistant or Learning Support Assistant has supported one or more candidates in a subject being examined, and is supporting them in the exam, for example as a reader, then another invigilator is present during the examination

#### **Exams Manager/Exams officer:**

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them

- Provides thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year, before they are allocated to invigilate an exam
- 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 briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events

## **24. Entries: roles & responsibilities**

### **Head of Centre:**

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.4 Entries](#))

### Estimated entries

#### **Exams Manager/Exams officer:**

- Requests estimated or early entry information, where this may be required by awarding bodies, from senior leaders in a timely manner to ensure awarding body external deadlines for submission can be met

#### **Senior Leaders:**

- Provide entry information requested by the EO to the internal deadline
- Inform the EO immediately of any subsequent changes to entry information

### Final entries

#### **Head of Centre:**

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

#### **Exams Manager/Exams officer:**

- Requests final entry information from Senior leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs Senior leaders of subsequent deadlines for making changes to final entry information without charge
- Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification
- Confirms with Senior leaders' 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
- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification

#### **Senior Leaders:**

- Communicate to Curriculum Leaders the internal deadline
- Provide information requested by the Exams Officer to meet the internal deadline
- Inform the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
  - changes to candidate personal details
  - amendments to existing entries
  - withdrawals of existing entries
- Check final entry submission information provided by the EO and confirms information is correct

## Entry fees

The centre will pay all exam fees on behalf of the candidate.

## Late entries

Late entry or amendment fees are paid by faculties unless:

- Students do not fulfil the course requirements.
- Students fail to attend lessons.
- Students fail to attend the examination.
- Students/parent request that a change be made.

In these cases, the student's family will be responsible for payment.

### **Exams Manager/Exams Officer:**

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

### **Senior Leaders:**

- Minimise the risk of late entries by
  - following procedures identified alongside the Exams Officer in relation to making final entries on time
  - meeting internal deadlines identified alongside the Exams Officer for making final entries

## Candidate statements of entry

### **Exams Manager/Exams Officer:**

- Provides candidates with statements of entry for checking

### **Teaching Staff:**

- Ensure candidates check statements of entry and return any relevant confirmation required to the Exams Officer

### **Candidates:**

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

## **25. Pre-exams: roles and responsibilities**

### **Head of Centre:**

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.8 Candidate information](#))

## Access arrangements and reasonable adjustments

### **SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (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 (JCQ information for candidates documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it

- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement)
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)

### Briefing candidates:

#### **Exams Manager/Exams Officer:**

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams issues relevant JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam timetable clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - unauthorised items in exam rooms
  - when and how results will be issued and the staff that will be available
  - post-results services information and how the centre will deal with requests from candidates
  - when and how certificates will be issued

### Access to scripts, Reviews of Results and Appeals Procedures

#### **Appeals against internal assessments**

The centre is obliged to publish a separate procedure on this subject, which is available from the Exams Officer.

As a centre, the key points are:

- Appeals will only be considered if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded.
- Candidates may appeal if they feel their non-examined assessment has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- Appeals should be made in writing by 30<sup>th</sup> June to the Principal (or other nominee) who will decide whether the process used conformed to the necessary requirements.
- The Principals' findings will be notified in writing, copied to the exams office and recorded for Awarding Body inspection.

#### **External Assessments**

##### **Access to Scripts**

- After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- GCSE re-marks cannot be applied for, once a script has been returned.

#### **Enquiries about Results**

- Review of Marking requests may be requested may be made by the centre if there are reasonable grounds for believing there has been an error in marking or the result is within 3 marks of the next grade according to the grade boundaries and it will make a significant difference to the centre's overall results as per the protocol agreed with the Principal and/or Senior Leader. The cost will be covered by the centre (from the Exams budget)
- The Exams Manager will submit EARs using the online secure site.
- When the centre is not applying for an EAR, a candidate may make their own application through the centre and cover any costs incurred themselves. However, the centre has a duty to advise the candidate that while a grade for a re-marked paper could increase, there is always the possibility the overall grade could stay the same or the re-mark could result in the paper being downgraded and potentially the overall grade as well.
- If a candidate requires this against the advice of subject staff, they will be charged for the submission.

### Dispatch of exam scripts

#### **Exams Manager/Exams Officer:**

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

### Estimated grades

#### **Senior Leaders:**

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

#### **Exams Manager/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

### Internal assessment and endorsements

#### **Head of Centre:**

- Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking

#### **SENCo:**

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

#### **Teaching staff:**

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

#### **Senior Leaders:**

- Ensure teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensure teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the Exams Officer to the internal deadline
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the Exams Officer to the internal deadline

#### **Exams Manager/Exams Officer:**

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline (or delegates this task to relevant teaching staff)
- Keeps a record to track what has been sent

- Logs moderated samples 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 Manager/Exams Officer:**

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, prompter, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the SENCo/Assistant SENCo regarding the facilitation and invigilation of access arrangement candidates

**SEnCo/Assistant SEnCo:**

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

**Invigilators:**

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

JCQ Centre Inspection

**Exams Officer or Senior Leader:**

- Will accompany the Inspector throughout a visit

**SEnCo/Assistant SEnCo and/or relevant Senior leader**

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

Seating and Identifying candidates in exam rooms

**Exams Officer:**

- Ensures a procedure is in place to verify the identity of all candidates
  - Candidate Identification Procedure refer to Refer to [GR](#) (5.6, 5.9) and [ICE](#) (16)
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

**Invigilators:**

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

Security of Exam materials

### **Exams Officer:**

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times.
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

### **Reception staff:**

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

### **Teaching staff:**

- Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

## Timetabling and rooming

### **Exams Officer:**

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo/Assistant SENCo regarding rooming of access arrangement candidates

### **SEnCo/Assistant SEnCo:**

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

## Internal Exams/assessments

### **Exams Officer:**

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

### **SENCo/Assistant SENCo:**

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

### **Teaching staff:**

- Provide exam papers and materials to the Exams Officer
- Support the SENCo/Assistant SENCo in making appropriate arrangements for access arrangement candidates

## **26. Exam time: roles and responsibilities**

### **Head of Centre:**

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.9 Conducting examinations and assessments](#))

## 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/temporary access arrangements as they arise at the time of exam
  - Liaises with the SENCo to apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

## Candidate absence Refer to [ICE \(22\)](#)

Where a candidate is absent from an internal assessment, such as a mock exam/NEA:

- Candidates are aware that they will have to take the exam on their return
- Student Support will contact home to enquire as to the reason for absence and encourage the candidate to attend if possible

Where a candidate is absent from an external assessment:

- Candidates are aware of the difference between the impact of being absent from internal exams as compared with being absent from an external exam - that the exam is taken at the same time by all candidates nationwide. They therefore will not be able to sit the exam at another time and this will result in a loss of marks towards their overall grade.
- After the identity checks and registers have been completed, the Exams Officer/Manager will take them from the exam venue(s) to the main office and list the absentee candidates
- Student Support will contact home for each candidate on the absence list and enquire as to the reason for absence reiterating how their absence will impact their overall grade. They will encourage the candidate to attend their exam wherever possible

### **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 re-charged relevant entry fees for unauthorised absence from exams

Candidate behaviour See *Irregularities* below

Candidate belongings See *Unauthorised items* below.

Candidate Late Arrival

**Exams Manager/Exams Officer:**

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room using CAP to timescale
- Seeks verbal assurance from the candidate that they have not sought to view the content of their paper/exam online or communicated with anyone about the exam prior to their very late arrival
- Warns candidates that their script 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 and on the exam seating plan
- staff involved in the exams process understand how late candidates will be managed at the time of the exam

Candidate Identification Procedures

The centre will ensure that appropriate candidate identification checks are carried out before candidates enter the examination room, in line with JCQ Instructions for Conducting Examinations (ICE).

Identification checks may include:

- candidate ID cards,
- seating plans,
- attendance registers with photographs where available,
- direct recognition by centre staff,
- other approved forms of photographic identification where necessary.

Any concerns regarding candidate identity will be immediately referred to the Exams Officer and/or Senior Leadership Team before the candidate is permitted to continue the examination.

Conducting Exams

**Head of Centre:**

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

**Exams Manager/Exams Officer:**

- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with, and associated follow-up is completed

Dispatch of exam scripts

**Exams Manager/Exams Officer:**

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

Exam papers and materials

**Exams Manager/Exams Officer:**

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this second pair of eyes check is recorded
- Where allowed by the awarding body, exam papers and materials are released to teaching departments for teaching and learning purposes no sooner than 24 hours after the published finishing time of the exam.

## Exam rooms

### **Head of Centre**

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room at the same time as the examination
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

### **Exams Manager/Exams Officer**

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session-by-session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode)
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- 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
- In the event of an emergency evacuation or invacuation (lockdown), candidates will remain under examination conditions wherever possible and must not communicate with other candidates.
- Invigilators will supervise candidates throughout the incident, and a full written report of the disruption will be completed and retained by the centre.

### **Senior Leaders**

- 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
- Ensure a procedure is in place in case of an emergency invacuation (lockdown)

## Site Staff

- Ensure exam rooms are available and set up as requested by the EO (*Space requirements 1.3m between desks*)
- 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 according to *JCQ Instructions for conducting examinations* and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

## Candidates

- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- Are required to remain in the exam room for the full duration of the exam

## Irregularities

### Head of Centre

- Ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation.

### Senior Leaders

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

### 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 or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

## Special consideration

### Senior Leaders

Applications for special consideration will be processed in accordance with JCQ guidance and awarding body deadlines.

Appropriate evidence will be retained to support all applications submitted by the centre.

### Exams Manager/Exams Officer

- Processes eligible applications 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 applications, where required

## Unauthorised Items

Arrangements for unauthorised items taken into the exam room:

In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

At Rushey Mead Academy:

Candidates are reminded that possession of an unauthorised device within the examination room or during a supervised rest break, regardless of whether it is used, may constitute malpractice and will be reported to the relevant awarding body in accordance with JCQ regulations.

Before the exam starts

- The line up outside the venue will be supported by Senior Leaders and Pastoral team that work around the year group
- Once all students have lined up quietly and announcement will be given to candidates that they must not be in possession of the following items:
  - AirPods;
  - Earphones/earbuds;
  - iPods;
  - mobile phones;
  - MP3/4 players or similar devices;
  - Watches;
  - Smart glasses;
  - Any other smart devices; including any device capable of internet access, data storage, image capture or communication functionality.
- Other items that the centre has identified as unauthorised:
  - Calculator cases;
  - Non-transparent water bottles
  - Non-transparent pencil cases
- Candidates are expected to remove their bags, coats and blazer and leave this on the side of the exam venue, away from where the exam is taking place
- A final announcement will be made when the Exams Officer presents details of the exam to the students in the venue.

Once the exam has started:

- Any unauthorised materials found on a candidate once the exam has started will be collected by the invigilator and confiscated, without disrupting the candidates or surrounding candidates.
- If a mobile phone is ringing/making noise in a bag where they have been placed by candidates at the side of the exam venue, the bag containing the mobile phone must be located immediately and the phone switched off. The bag and phone must be taken to the invigilators' desk in the venue. The invigilation team must contact the Exams Officer who will inform Senior Leadership.
- The incident will be reported to the Exams Officer who will liaise with the Senior Leader leading exams on next steps, and this will be recorded on the exams report.
- Senior Leader link for exams will investigate the candidate concerned and return the confiscated item to them.
- Relevant awarding bodies will be notified as soon as the investigation is completed.

If a candidate has access to unauthorised items in the examination room this may be considered as malpractice. Following investigation, the candidate will be made aware that this will be reported to awarding bodies in accordance with JCQ publication Suspected Malpractice policies.

### **Invigilators**

- Are informed of the arrangements through training

### **Internal exams/assessments**

#### **Exams Manager/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

## **27. Results & Post-results: roles and responsibilities**

### **Head of Centre**

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.12 Results, 5.13 Post-results services and appeals, 5.14 Certificates)

### **Internal assessment**

#### **Senior Leaders:**

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

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

#### **Senior Leaders**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

#### **Exams Manager/Exams officer**

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place
- Ensures students are provided with space to sign consent forms after opening their results for Access to Scripts and Review of Marking

#### **Results day programme**

- Results will be available at a pre-agreed time on the published release date
- Candidates will receive individual slips on results day in person at the centre
- Candidates can collect in person but can also nominate a representative to collect on their behalf as long as a signed letter or e mail consent has been provided prior to collection.
- Parents will not be able to access candidates' results without their permission – see Data Protection Policy
- Candidates can arrange to collect the results on an alternative date or agree for it to be scanned and emailed to them in a password-protected document in some circumstances, such as if they are outside of the country on results day.
- On results day students will be provided with guidance on next steps if they are unhappy with their results.

#### **Site staff**

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

### **Accessing results**

#### **Head of Centre**

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

#### **Exams Manager/Exams officer**

- Informs candidates in advance of when and how results will be released to them for each exam series
- 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 the published release to candidates' results date
- Provides summaries of results for relevant centre staff on the published release of results date

### Post-results services

#### **Head of Centre**

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its components/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

#### **Exams Manager/Exams officer**

- Provides information to candidates and staff on the services offered by awarding bodies and the fees charged (see also above Briefing candidates and Access to Scripts, Reviews of Results and Appeals Procedures)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

#### **Teaching staff**

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

#### **Candidates**

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

### Analysis of results

#### **Senior Leader & Data Team**

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the DfE School and College Checking Exercises (where applicable to the centre) <https://check-your-performance-measures-data.education.gov.uk/hc/en-gb>

### Certificates

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

#### **Candidates**

- May arrange for certificates to be collected on their behalf by providing the Exams Officer with written or email permission/authorisation, naming the person who will collect them; authorised persons must provide ID evidence on collection of certificates

### Exams Review: roles & responsibilities

#### **Exams Manager/Exams officer**

- Provides 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
- Collects and evaluates feedback from staff, candidates and invigilators to inform an exams review

#### **Senior Leaders**

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

#### **Retention of records: roles & responsibilities**

##### **Exams Manager/Exams Officer**

- Keeps records as required by 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