



# **Examinations Policy**

January 2018

## CONTENTS

Purpose of the policy.....	4
Roles and responsibilities overview.....	5
The exam cycle .....	7
Planning: roles and responsibilities.....	7
Information sharing .....	7
Information gathering.....	7
Access arrangements .....	8
Internal assessment .....	9
Invigilation .....	9
Entries: roles and responsibilities .....	10
Estimated entries .....	10
Final entries .....	10
Entry fees .....	10
Late entries .....	11
Re-sit entries .....	11
Private candidates .....	11
Transfer of credit .....	11
Candidate statements of entry .....	11
Pre-exams: roles and responsibilities.....	11
Access arrangements .....	11
Briefing candidates .....	12
Dispatch of exam scripts .....	12
Estimated grades .....	12
Internal assessment .....	12
Invigilation .....	13
JCQ inspection visit .....	13
Seating and identifying candidates in exam rooms .....	13
Security of exam materials .....	14
Timetabling and rooming.....	14
Transferred candidate arrangements .....	14
Internal (Mock) exams .....	16
Exam time: roles and responsibilities.....	16
Access arrangements .....	16
Candidate absence.....	16
Candidate behaviour.....	16

Candidate belongings.....	16
Candidate late arrival .....	17
Conducting exams.....	17
Dispatch of exam scripts .....	17
Exam papers and materials.....	17
Exam rooms .....	18
Irregularities.....	19
Malpractice .....	19
Special consideration .....	19
Unauthorised materials .....	19
Internal exams .....	20
Results and post-results: roles and responsibilities .....	20
Internal assessment .....	20
Managing results day(s) .....	20
Accessing results .....	20
Post-results services .....	20
Analysis of results .....	21
Certificates.....	21
Review: roles and responsibilities .....	22
Retention of records: roles and responsibilities .....	22
Exams archiving policy.....	23
A log recording confidential materials delivered by awarding bodies to the centre and issued to authorised staff. .....	24
Appendix A – Examination Laptop & Word Processor Policy .....	28
Appendix B – Read & Write Computer Reader Policy .....	29

**Date of implementation (of this policy version):** September 2017

**Date of last review:** January 2018

**Date of next review:** July 2018

This policy and procedure document links with and is supported by the following other policy and procedure documents:

- Disability (Exams) Policy
- Examinations Contingency Policy
- Policy for the Management of Non-Examination Assessment
- Procedure for the Evacuation of Exam Venues
- Equality Policy
- Accessibility Plan
- Internal Appeals Policy & Procedure

## PURPOSE OF THE POLICY

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

- all aspects of the centre exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that:

*“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute”*

JCQ [General regulations for approved centres](#)

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

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

This policy will be communicated to all relevant centre staff.

This policy will be available on the school website

## ROLES AND RESPONSIBILITIES OVERVIEW

*“The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.*

*The head of centre may not appoint themselves as the examinations officer.” [GR1]*

### HEAD OF CENTRE

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - General regulations for approved centres (GR)
  - Instructions for conducting examinations (ICE)
  - Access Arrangements and Reasonable Adjustments (AA)
  - Suspected Malpractice in Examinations and Assessments (SMEA)
  - Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting controlled assessment and coursework)
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to and approves the Head of Centre formal declaration
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, **is not an invigilator during the examination or on-screen test;**” [ICE 6]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place
  - **See the Exam contingency plan**
- Ensures required internal appeals procedures are in place
  - **See the Internal appeals procedures**
- Ensures a disability policy for exams showing the centre’s compliance with relevant legislation is in place
  - **See the Disability policy (exams) incorporating Access Arrangements**
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff:

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

[GR 1]

#### EXAMS OFFICER

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

#### SENIOR LEADERS (SLT)

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - [\*General regulations for approved centres\*](#)
  - [\*Instructions for conducting examinations\*](#)
  - [\*Access Arrangements and Reasonable Adjustments\*](#)
  - [\*Suspected Malpractice in Examinations and Assessments\*](#)
  - [\*Instructions for conducting non-examination assessments\*](#) (and the instructions for conducting controlled assessment and coursework)

#### SPECIAL EDUCATIONAL NEEDS CO-ORDINATOR (SENCO)

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications 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 the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

#### HEAD OF DEPARTMENT (HOD)

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

#### TEACHING STAFF

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

#### INVIGILATORS

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

#### RECEPTION STAFF

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

#### 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.

## THE EXAM CYCLE

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

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

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

## PLANNING: ROLES AND RESPONSIBILITIES

### INFORMATION SHARING

#### HEAD OF CENTRE

- Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#) (and the instructions for conducting controlled assessment and coursework)

#### EXAMS OFFICER

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

### INFORMATION GATHERING

#### EXAMS OFFICER

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

#### HEAD OF DEPARTMENT

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information

- Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

## ACCESS ARRANGEMENTS

### SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements 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** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **data protection notices** from candidates where required
- Applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments
  - **Laptop and Word Processor Policy (exams)** – Please see Appendix A – Examination Laptop & Word Processor Policy below
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
  - **Separate invigilation within the centre**

*Candidates will be sat in a separate room only where there is a clear case through medical grounds – the candidate must present, on request, medical evidence to substantiate the claim. Each case will be discussed on an individual basis between the EO, SENCo and candidate.*

### SENIOR LEADERS, HEAD OF DEPARTMENT, TEACHING STAFF

- Support the SENCo in identifying and implementing appropriate access arrangements



## INTERNAL ASSESSMENT

### HEAD OF CENTRE

- Ensures an **internal appeals procedure** is in place for a candidate (or parent/carer) to appeal against an internally assessed marks (see Roles and responsibilities overview)
- Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks
  - **See the Controlled assessment policy**
- Ensures a non-examination assessment policy is in place for new GCE and GCSE qualifications
  - **See the Non-examination assessment policy**
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

### 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
- Ensure appropriate internal moderation, standardisation and verification processes are in place

### HEAD OF DEPARTMENT

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ [Instructions for conducting controlled assessments](#) and the specification provided by the awarding body
- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and Entry Level or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & GCSE specifications follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body

### TEACHING STAFF

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

### EXAMS OFFICER

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

## INVIGILATION

### HEAD OF CENTRE

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Determines if additional invigilators will be deployed in practical exams in addition to the subject teacher

### 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 an annual training event for new invigilators and an update event for invigilators on the conduct of exams

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

## ENTRIES: ROLES AND RESPONSIBILITIES

### ESTIMATED ENTRIES

#### EXAMS OFFICER

- Requests estimated or early entry information, where this may be required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
  - **Estimated entries collection and submission procedure**

*The EO will send out an Estimated Entry Proforma in July to HODs requiring the specification codes, AB, and estimated numbers for each qualification. The EO will use this information to create an overall document including all qualifications and specification codes. From the estimated entries the EO will enter this information on to each AB website.*

#### HEAD OF DEPARTMENT

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately of any subsequent changes to information

### FINAL ENTRIES

#### EXAMS OFFICER

- Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs 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

#### HEAD OF DEPARTMENT

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

### ENTRY FEES

*All Exam invoices are sent through to the Finance Department after first being checked by the EO for accuracy. Any late fees will be charged to the subject department and will come out of their capitation budget.*

## LATE ENTRIES

### EXAMS OFFICER

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

### HEAD OF DEPARTMENT

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

## RE-SIT ENTRIES

*All resit entries will be paid for by the candidate. No entry will be completed to the AB before payment has been made.*

## PRIVATE CANDIDATES

*Private/External Candidates will be charged the exam fee set by the exam board with an additional £20.00 per exam paper which will cover Invigilator and Administration costs.*

## TRANSFER OF CREDIT

### EXAMS OFFICER

*“Arrangements for GCE AS candidates transferring between specifications or awarding bodies midway through a unitised GCE A-level course (having completed and certificated a GCE AS award)”*

*[JCQ [GCE AS Transfer of Credit arrangements 2016/17](#)]*

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

### TEACHING STAFF

- Identify affected candidates to the EO

## CANDIDATE STATEMENTS OF ENTRY

### 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 EO

### CANDIDATES

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

## PRE-EXAMS: ROLES AND RESPONSIBILITIES

## ACCESS ARRANGEMENTS

### SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)

- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

## BRIEFING CANDIDATES

### EXAMS OFFICER

- Issues individual exam timetable information to candidates
- Issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued
- **Access to scripts, enquiries about results and appeals procedures**

*Candidates will be given advice by the Exams Office and the subject teachers as to whether a review of marking should be undertaken.*

*A Post Results form should be completed, signed by the candidate with the relevant fee for a review of marking. Once the Awarding Body has completed the review the candidate will be informed of the outcome.*

*Subject teachers might want to use a candidate's script for teaching purposes. A Post Results form should be completed for all scripts that a subject might wish to have back.*

*The Post Results Form cannot be completed or signed by a candidate BEFORE the results have been released.*

*If a candidate wishes to appeal then they should follow the Complaints and Appeals Policy*

## DISPATCH OF EXAM SCRIPTS

### EXAMS OFFICER

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

## ESTIMATED GRADES

### HEAD OF DEPARTMENT

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

### EXAMS OFFICER

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

## INTERNAL ASSESSMENT

#### HEAD OF CENTRE

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

#### SENCo

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

#### TEACHING STAFF

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

#### HEAD OF DEPARTMENT

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

#### EXAMS OFFICER

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

#### CANDIDATES

- Authenticate their work as required by the awarding body

#### INVIGILATION

##### EXAMS OFFICER

- Provides an invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

##### SENCo

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

##### INVIGILATORS

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

#### JCQ INSPECTION VISIT

##### EXAMS OFFICER OR SENIOR LEADER

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

#### SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS

#### EXAMS OFFICER

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

*Private Candidates must bring photographic ID which will be checked as they enter the Exam Venue.*

*Internal Candidates will be identified by photographs and by Centre Staff*

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

#### INVIGILATORS

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

### SECURITY OF EXAM MATERIALS

#### EXAMS OFFICER

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

#### RECEPTION STAFF

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

#### TEACHING STAFF

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

### TIMETABLING AND ROOMING

#### EXAMS OFFICER

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

#### SEnCo

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

#### SITE STAFF

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

### TRANSFERRED CANDIDATE ARRANGEMENTS

#### EXAMS OFFICER

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

## INTERNAL (MOCK) EXAMS

### EXAMS OFFICER

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

### SENCo

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

### TEACHING STAFF

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

## EXAM TIME: ROLES AND RESPONSIBILITIES

### ACCESS ARRANGEMENTS

#### EXAMS OFFICER

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

### CANDIDATE ABSENCE

- **Candidate absence policy**

*If a candidate is going to be absent for an exam through ill-health, then the candidate should phone school and inform the Exams Office.  
Medical Evidence will be requested by the Exams Office to substantiate the claim.*

#### 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 materials below.



## CANDIDATE LATE ARRIVAL

### EXAMS OFFICER

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body

### INVIGILATORS

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

*If a candidate is going to be late to the start of the exam then the Centre will inform the Parents that the candidate should not have their mobile phone on them and have no access to the internet between the time of leaving their home and getting to the Exam Venue.  
The Centre will complete the JCQ Very Late Form.*

## CONDUCTING EXAMS

### HEAD OF CENTRE

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

### 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 OFFICER

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

## EXAM PAPERS AND MATERIALS

### EXAMS OFFICER

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

## EXAM ROOMS

### HEAD OF CENTRE

- Ensures only approved centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
  - **Food and drink in exam rooms**

*Food is not allowed in Exam Venues, this includes chewing gum.  
Water is allowed in a clear, label-free bottle.*

### EXAMS OFFICER

- Ensures exam rooms are set up 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
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

### 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
  - **Emergency evacuation policy**

*What to do in the event of the fire alarm sounding during an exam:*

- *As soon as the bell starts ringing the exams officer will find out if there is a need to evacuate. Carry on working until you are told otherwise.*
- *If there is a need for evacuation, then:*
  - a) *Put down your pen, close your answer booklet and leave it on the desk and line by line evacuate through the emergency exit door.*
  - b) *Candidates must go to the muster point **on the tennis courts** (you do not go to your normal muster point), **IN SILENCE**, and must not try to communicate with each other on route as you are still under exam conditions.*
  - c) *The invigilator takes note of the time of interruption and how long it has lasted. When allowed back in the building the full amount of time lost will be given to candidates.*

### SITE STAFF

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

### INVIGILATORS

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

### CANDIDATES

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

## IRREGULARITIES

### HEAD OF CENTRE

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

*Senior Leaders will oversee Candidates entering the exam venue to ensure a quiet, calm and sensible start to the exam.  
Any poor behaviour during the exam will be communicated to the EO who in turn will contact the HoC.  
If necessary, the poor behaving candidate will be removed from the room and will continue the exam in an alternative venue.*

### 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

### EXAMS OFFICER

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

### INVIGILATORS

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

## MALPRACTICE

See *Irregularities* above.

## SPECIAL CONSIDERATION

### EXAMS OFFICER

- Processes appropriate requests for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies to the external deadline
- Each request will be looked at individually on an exam by exam basis.

### CANDIDATES

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

## UNAUTHORISED MATERIALS

- **Arrangements for unauthorised materials taken into the exam room**

*Candidates are informed of what is classed as unauthorised materials and to not have them on their person but to either leave them in a locker or in their bags. Bags are left at the front of the venue, completely out of reach of the candidates.*

### INVIGILATORS

- Are informed of the arrangements through training

## INTERNAL EXAMS

### EXAMS OFFICER

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

### INVIGILATORS

- Conduct internal exams as briefed by the EO

## RESULTS AND POST-RESULTS: ROLES AND RESPONSIBILITIES

### INTERNAL ASSESSMENT

#### HEAD OF DEPARTMENT

- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensures work is returned to candidates 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
- Ensures senior members of staff are accessible to candidates after the publication of results

#### EXAMS OFFICER

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place
  - **Results day programme**

*Candidates results are released on the appropriate Thursday in August as advertised by the exam board at 9.00am.  
No results will be given via email or by telephone. If a candidate is not available to collect their results they can either leave a stamped address envelope or leave the exams office with a letter authorising a named person to collect the results on their behalf. This named person must bring ID with them for the results to be released to them.*

#### SITE STAFF

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

### ACCESSING RESULTS

#### EXAMS OFFICER

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

### POST-RESULTS SERVICES

#### HEAD OF CENTRE

- Ensures **internal appeals procedures** are available where candidates disagree with a centre decision
  - not to support an enquiry about results

- not to appeal against the outcome of an enquiry about results

Ofqual has announced a series of changes to reviews of marking and appeals which may affect the centre's internal appeals procedures during 2016/17)

#### EXAMS OFFICER

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

#### TEACHING STAFF

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

#### CANDIDATES

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

### ANALYSIS OF RESULTS

#### DATA OFFICER AND HEAD OF ADMINISTRATION

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the *secondary school and college (key stage 4/16-18) performance tables September checking exercise*

### CERTIFICATES

- Certificates are provided to centres by awarding bodies after results have been confirmed.
  - **Issue of certificates procedure**

*Certificates are given out during Presentation Evenings during the Autumn term. Candidates who do not pick up their certificates then, will have the certificates held at school for 1 year. After 1 year, the certificates will be destroyed. The candidate must pick them up in person or authorise a named person to do it on their behalf. That named person must bring ID in order that the certificates can be released to them.*

#### CANDIDATES

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

*Certificates will only be held at Tytherington School for 1 year. After this time the certificates will be securely destroyed as per JCQ regulations.*

## REVIEW: ROLES AND RESPONSIBILITIES

### 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 review

### SENIOR LEADERS

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

## RETENTION OF RECORDS: ROLES AND RESPONSIBILITIES

### EXAMS OFFICER

- 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 exams archiving policy that identifies information held, retention period and method of disposal

## EXAMS ARCHIVING POLICY

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<b>Access arrangements information</b>	Any hard copy information kept by the EO relating to an access arrangement candidate.	To be returned to SENCo as records owner at end of the candidate's final exam series.	<b>Confidential shredding</b>
<b>Attendance register copies</b>		To be retained until the deadline for EARs or the resolution of any outstanding enquiries/appeals for the relevant exams series.  [Reference <a href="#">ICE</a> 6,15]	Confidential waste/shredding
<b>Awarding body administrative guides/manuals</b>	Any hard copy publications provided by awarding bodies.	To be retained until the current academic year update is provided.	
<b>Candidates' work</b>	Non-examination assessment work (inc. controlled assessment/coursework) returned to the centre after awarding body moderation.	To be immediately returned to subject staff as records owner.  To be stored safely and securely along with work that did not form part of the moderation sample (including materials stored electronically) until after the deadline for EARs or the resolution of any outstanding enquiries/appeals or malpractice investigations for the exam series.  [Reference <a href="#">GR</a> 3, 5]	Returned to candidates or safe disposal
<b>Certificates</b>		Unclaimed/uncollected certificates to be retained securely for a minimum of 12 months from date of issue.  [Reference <a href="#">GR</a> 5]	Confidential destruction
<b>Certificate destruction information</b>	A record of unclaimed certificates that have been destroyed.	To be retained for 4 years from the date of certificate destruction.  [Reference <a href="#">GR</a> 5]	Confidential destruction

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<b>Certificate issue information</b>	A record of certificates that have been issued to candidates.	[Reference <a href="#">GR</a> 5]	<b>Confidential shredding</b>
<b>Confidential materials delivery logs</b>	A log recording confidential materials delivered by awarding bodies to the centre and issued to authorised staff.		<b>Confidential shredding</b>
<b>Confidential materials tracking logs</b>	A log to track materials taken from or returned to secure storage throughout the time the material is confidential.		<b>Confidential shredding</b>
<b>Dispatch logs</b>	Proof of dispatch of exam script packages to awarding body examiners covered by the <a href="#">DfE (Standards &amp; Testing Agency) yellow label service</a>		<b>Confidential shredding</b>
<b>Entry information</b>	Any hard copy information relating to candidates' entries.		<b>Confidential shredding</b>
<b>Exam question papers</b>	Question papers for timetabled written exams.	<p>Issued to teaching staff after the published finishing time of the exam and only when all candidates in the centre have completed the exam.</p> <p>Instructions issued by an individual awarding body relating to the use of question papers for vocational qualifications after the examination has taken place are followed.</p> <p>[Reference <a href="#">ICE</a> 16 and <a href="#">GR</a> 6,5]</p>	
<b>Exam room checklists</b>	Checklists confirming room conditions and invigilation arrangements for each exam room.	<p>To be retained until the deadline for EARs or the resolution of any outstanding enquiries/appeals for the relevant exams series.</p> <p>[Reference <a href="#">ICE</a> 6]</p>	<b>Confidential shredding</b>
<b>Exam room incident logs</b>	Logs recording any incidents or irregularities in exam rooms.		<b>Confidential shredding</b>



Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<b>Exam stationery</b>		When awarding body or JCQ common stationery is considered surplus or is out-of-date it will be disposed of. [Reference <a href="#">ICE</a> page 4 and <a href="#">ICE</a> 23]	Confidential disposal
<b>Examiner reports</b>		To be immediately provided to head of department as records owner.	
<b>Finance information</b>	Copy invoices for exams-related fees.	To be returned to Finance department as records owner at the end of the academic year.	
<b>Invigilation arrangements</b>	See <i>Exam room checklists</i>		<b>Confidential shredding</b>
<b>JCQ publications</b>	Any hard copy publications provided by JCQ.	To be retained until the current academic year update is provided.	
<b>Moderator reports</b>		To be immediately provided to head of department as records owner.	
<b>Overnight supervision information</b>	Copy of JCQ form <i>Timetable variation and confidentiality declaration for overnight supervision</i> for any candidate eligible for these arrangements.	To be retained for JCQ inspection purposes.	<b>Confidential shredding</b>
<b>Post-results services: confirmation of candidate consent information</b>	Hard copy or email record of candidate consent for an EAR or ATS request to be submitted to an awarding body	EAR consent to be retained for at least six months following the outcome of the enquiry or any subsequent appeal.  ATS consent to be retained for at least six months from the date consent given.  [Reference <a href="#">PRS</a> 6, appendix A and B]	<b>Confidential shredding</b>

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<b>Post-results services: requests/outcome information</b>	Any hard copy information relating to a post-results service request (EARs, appeals, ATS) submitted to an awarding body for a candidate and outcome information from the awarding body.		<b>Confidential shredding</b>
<b>Post-results services: scripts returned from ATS service</b>	Copy or original exam scripts returned to the centre by the awarding body.	Where scripts are retained by the centre, they must be securely stored (including any electronic versions) and not edited in any way or disposed of until after the awarding body deadline.  [Reference <a href="#">PRS</a> 8]	Confidential disposal
<b>Post-results services: tracking logs</b>	A log tracking to resolution all post-results service requests submitted to awarding bodies.		<b>Confidential shredding</b>
<b>Private candidate information</b>	Any hard copy information relating to private candidates' entries.		<b>Confidential shredding</b>
<b>Proof of postage – candidate work</b>	Proof of postage of sample of candidates' work to awarding body moderators.		<b>Confidential shredding</b>
<b>Resolving clashes information</b>	Any hard copy information relating to the resolution of a candidate's clash of exam papers or a timetable variation.		<b>Confidential shredding</b>
<b>Results information</b>	Broadsheets of results summarising candidate final grades by subject by exam series.	Records for current year plus previous 6 years to be retained as a minimum.  [Reference <a href="#">Information Management Toolkit for Schools</a> page 52]	<b>Confidential shredding</b>
<b>Seating plans</b>	Plans showing the seating arrangements of all candidates for every exam taken.	To be kept until the deadline for EARs and the resolution of any outstanding enquiries/appeals for the relevant exams series.  [Reference <a href="#">ICE</a> 6]	<b>Confidential shredding</b>

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<b>Special consideration information</b>	Any hard copy information relating to a special consideration request and supporting evidence submitted to an awarding body for a candidate.	Evidence supporting an on-line special consideration application and evidence supporting a candidate's absence from an exam must be kept until after the publication of results.  [Reference <a href="#">SC 6</a> ]	<b>Confidential shredding</b>
<b>Suspected malpractice reports/outcomes</b>	Any hard copy information relating to a suspected malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.		<b>Confidential shredding</b>
<b>Transfer of credit information</b>	Any hard copy information relating to a GCE AS transfer of credit arrangement (for a legacy unitised GCE AS specification) application submitted to an awarding body for a candidate.	To be retained until the issue of the GCE A level result for the candidate.	<b>Confidential shredding</b>
<b>Transferred candidate information</b>	Any hard copy information relating to an application for a transferred candidate arrangement submitted to an awarding body for a candidate.	To be retained until the transfer arrangements are confirmed by the awarding body.	<b>Confidential shredding</b>
<b>Very late arrival reports/outcomes</b>	Any hard copy information relating to a very late arrival report submitted to an awarding body for a candidate and outcome information from the awarding body.		<b>Confidential shredding</b>

## APPENDIX A – EXAMINATION LAPTOP & WORD PROCESSOR POLICY

Tytherington School recognises that some students may benefit from the use of a word processing device such as a laptop, a PC, or a tablet computer in order to overcome difficulties related to:

- a learning difficulty which has a substantial and long term adverse effect on their ability to write legibly;
- a medical condition;
- a physical disability;
- a sensory impairment;
- poor handwriting;
- planning and organisational problems when writing by hand.

This list is not exhaustive.

### WHO WILL PROVIDE A WORD PROCESSOR?

Students may, by arrangement with the SENCO, bring their own portable word processing equipment into school. In this case the safety and risk of loss or damage associated with bringing an electronic item into school rests with the student and their parent and the school accepts no responsibility for ensuring the item is kept safe. No item which could be in any way dangerous to any student or adult in school should be brought to school by any student. Access to the school's network, printers, mains electricity or the Internet is unlikely to be possible with students' own equipment and should not be assumed. Students are expected to bring such devices to school with sufficient charge to last the day and safe storage and charging points are not guaranteed.

### EXAMINATION ACCESS ARRANGEMENTS

#### WORD PROCESSOR

The school will grant use of a word processor as an *examination access arrangement* where this is a student's normal way of working within school and for completing home learning, and is appropriate to their needs in a given examination.

A Specialist Assessor/SENCO will consider that the use of a word processor is a student's *normal way of working* in the following types of circumstance:

- Where a student's handwriting is so bad that it is necessary for their home learning and class work to be word-processed in order for teachers to understand it
- Where a student's speed of handwriting is so slow that their progress in learning is significantly hampered.
- Where a student's specific learning difficulty means that it is easier for them to organise their thinking and demonstrate their learning through a word processor
- Where a student would normally take school assessments and examinations using a word-processor as a result of testing carried out by a Specialist Assessor.
- Where there is a medical condition detailed by a medical professional recognised by the Health & Care Professionals Council (HCPC). This does not include the student's own GP.

A word processor will only be issued to a student for examinations where it reduces the effect of a disability or difficulty that places the learner at a disadvantage. Equally the use of a word processor must not further disadvantage the learner. Therefore, where their speed of writing is greater than their typing speed, and their handwriting is legible, students will not be allowed to use a laptop or similar in examinations.

## APPENDIX B – READ & WRITE COMPUTER READER POLICY

The purpose of a computer reader is to accurately read out text for candidates assessed as having reading difficulties/needs in accordance with JCQ guidelines. A computer reader does not decode or interpret the paper.

In the first instance, the student must have an EHCP that details their reading difficulties, or be assessed no earlier than year 9 by a Specialist Assessor or Education Psychologist in order to qualify for the use of *Read & Write* computer reader in examinations.

A computer reader will not be allowed if the candidate's literacy difficulties are primarily caused by English, Irish or Welsh not being his/her first language.

### CRITERIA FOR QUALIFYING FOR A COMPUTER READER

So as not to give an unfair advantage, a computer reader will only be allowed if a candidate has:

- Language and vocabulary difficulties which have substantial and long term adverse effect on his/her ability to access written text, or;
- A substantial and long term visual impairment and cannot read a Braille paper or modified enlarged paper independently, or at a sufficient speed even with extra time allowed.

The use of a computer reader must reflect the candidate's normal way of working within the centre in light of their substantial and long-term impairment (JCQ Adjustments for candidates with disabilities and learning difficulties, 2017).

### TYPES OF DIFFICULTIES OR ACCESS NEEDS:

- Autistic Spectrum Disorder (ASD)
- Learning Difficulties
- Sensory and/or physical needs (HI, MSI, PD, VI)
- Social, Mental and Emotional Needs
- Speech, Language and Communication Needs (SLCN)

### ASSESSMENT

An EHCP, or an assessment by a Specialist Assessor or Educational Psychologist no earlier than Year 9 (Section C of Form 8) showing a below average score standardised score of 84 or less in relation to **reading accuracy** or **reading comprehension** or **reading speed**, is required for a computer reader to be allowed in examinations.

### NORMAL WAY OF WORKING

It is imperative that the use of the computer reader is the candidate's *normal way of working* in the centre. Once an application is approved the candidate **must use the computer reader** whenever appropriate. Candidates must demonstrate that the use of a computer reader is their normal way of working. A candidate may choose to not use the computer reader when reading single words or small phrases; **for extended reading the computer reader must always be used**. If candidates do not make use of the computer reader the arrangement will be removed and cannot be reinstated as a lack of familiarity with the software will lead to the student being disadvantaged in examinations.