

## EXTERNAL EXAMINATIONS POLICY

Date Reviewed: November 2024

Next Review: September 2025

Palmers Green High School 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.

The purpose of this examinations policy is to 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 and plans 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 exams process and what is expected of them

It is the responsibility of everyone involved in the Centre's examination processes to read, understand and implement this policy.

This policy is reviewed annually to ensure ways of working in the Centre are accurately reflected and that examinations and assessments are conducted to current JCQ and Awarding Body regulations, instructions and guidance.

### Roles and 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 Examinations Officer (Exams Officer or EO) 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 Examinations Officer. A Head of Centre and an Examinations Officer are two distinct and separate roles. The Head of Centre and/or examinations officer may operate across more than one Centre. In such cases the head of Centre must ensure there is 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.

## Head of Centre responsibilities

Heads of Centre must ensure that:

- senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current General Regulations for Approved Centres (GR) booklet. In particular, Heads of Centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.
- 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.
- relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- all staff comply with the instructions in the Instructions for Conducting Examinations document. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025.
- compliance with the published JCQ regulations and Awarding Body requirements to deliver the 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 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
- Where/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 the 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 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 Bodies 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 email addresses) of examiners, moderators, external verifiers and any other Awarding Body examining/assessment personnel/JCQ personnel
- The Head of Centre takes responsibility for responding to the National Centre Number Register annual update (administered by OCR on behalf of the JCQ) by the end of October each year confirming they are aware of and adhere to the latest version of the JCQ regulations by signing and returning the Head of Centre declaration.
- The Head of Centre and the Deputy Head as line manager of the Exams Officer, will provide support and guidance to the Examinations Officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.

#### **National Centre Number Register and other information requirements (GR 5.3)**

- 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 October every year
  - informs the National Centre Number Register Team immediately (email address – [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk)) if any changes occur after the National Centre Number Register annual update has taken place. All correspondence 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 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
  - 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

### **Recruitment, selection, training and support ([GR 5.3](#))**

It is the responsibility of the Head of Centre to ensure that the centre:

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake 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 leaders, the examinations officer (EO) and the Head of Learning Support 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 Head of Learning Support understands the JCQ document [Access Arrangements and Reasonable Adjustments](#) and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the EO 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 EO and the Head of Learning Support 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.

#### External and internal governance arrangements ([GR 5.3](#))

Palmers Green High School 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. The Escalation Policy is in the Staff Shared area Exams folder.
- 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 EO
- 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 conducting of examinations and assessments.

#### 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.

### Public liability ([GR 5.3](#))

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

### 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. These policies are in the Staff Shared area Exams folder.

### Security of assessment materials ([GR 5.3](#))

- All reasonable steps are taken to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the location of the centre's secure storage facility in a secure room for the purpose of administering secure examination materials.
  - The secure room only contains exam related material
  - There are two to six key holders only, each of whom fully understand their responsibilities as a key holder to the secure storage facility.
  - appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff
  - appropriate arrangements are in place for handling secure electronic 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 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.

### **Resilience and contingency arrangements (GR 3.16-19)**

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. The contingency plan policy is in the Staff Shared area Exams folder.

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 leaders with oversight of examination and assessment administration, Head of Learning Support, EO 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.

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.

### **Cyber Security (GR 3.20-21)**

The Head of Centre ensures that 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 accounts details confidential.
- 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
- Reporting any actual suspected compromise of an Awarding Body's online systems immediately to the relevant Awarding Body. [The Cyber Policy is in the Staff Shared area Exams folder](#)

### AI Use in Assessments

With reference to the JCQ guidance for Teachers & Assessors - AI Use in Assessments: Protecting the Integrity of Qualifications: Students complete the majority of their exams and a large number of other assessments under close staff supervision with limited access to authorised materials and no permitted access to the internet. The delivery of these assessments should be unaffected by developments in AI tools as students must not be able to use such tools when completing these assessments. There are some assessments in which access to the internet is permitted in the preparatory, research or production stages.

The majority of these assessments will be Non-Examined Assessments (NEAs), coursework and internal assessments for General Qualifications (GQs). Where AI tools have been used, students must reference clearly: the name of the AI tool used; the date the content was generated; an explanation on how it was used and a screenshot of the questions given and answers received from the AI tool in question.

Students will be made aware that when they submit their assessments, they will need to sign a declaration (which references AI use) from the Awarding stating that they are submitting their own independent work and failure to reference the use of an AI tool(s) is deemed as Malpractice and consequences could lead to loss of marks or disqualification.

JCQ's guidance which is designed to help students and teachers to complete NEAs, coursework and other internal assessments successfully is followed in relation to these assessments. Teaching staff should not use artificial intelligence (AI) as the sole means of marking candidates' work.

### Malpractice

The centre will take an ethical approach and work proactively to avoid malpractice among students and members of staff and will take all reasonable steps to prevent the occurrence of any malpractice or maladministration before, during and after assessments and examinations have taken place.



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 publication Suspected Malpractice – Policies and Procedures.

Irregularities will be investigated and the Awarding Body will be informed 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.

Evidence, as required by an Awarding Body, of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication Suspected Malpractice – Policies and Procedures and provide such information and advice as the Awarding Body may reasonably require. The Malpractice in Exams policies are in the Staff Shared area Exams folder

### **Conflicts of Interest**

Awarding Bodies will be notified by way of a Centre Declaration, before entries are submitted, of:

- any members of Centre staff who are either sitting examination and assessment or teaching and preparing members of their family for examination and assessment.
- any children of Examinations Office staff who are being entered for examination and assessment.
- any children of Individual Needs staff who require Access Arrangements or Reasonable Adjustments for examination and assessment.
- Any centre staff who are taking qualifications at the centre which do not include internally assessed components
- Any members of centre staff taking qualifications at other centres

As required, staff will be expected to complete, sign and submit to the Head of Centre the PGHS Declaration of Interest form before entries are submitted. The Head of Centre will also complete the PGHS Conflicts of Interest log.

When entering members of Centre staff for qualifications through the Centre, it is done so as a last resort, where they are unable to find another Centre to sit their examination. During the examination series, the member of staff will be treated as per any other candidate entered for that examination and does not receive any preferential treatment. Proper protocols will be in place to prevent the member of staff from 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 matters. Conflict of Interest Policy is in the Staff Shared area Exams folder.

### **Equality Act 2010**

The Equality Act 2010 requires a Centre to make reasonable adjustments where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. Reasonable adjustments such as the use of laptops, coloured or modified examination papers with a larger font can be applied for and put in place to reduce the disadvantage that would be experienced by a disabled candidate taking their examinations. There is adequate wheelchair accessibility to the examination hall and spacing between examination desks. Seating is provided outside of the examination hall for candidates who need or are granted supervised rest breaks.

### **Equal opportunities policy**

The Centre's Equal Opportunities Policy demonstrates the Centre's compliance with relevant legislation. This document can be found in Staff Share Area Policies 24-25 folder.

### **Access arrangements, special educational needs and disabilities**

The Centre agrees to ensure that access arrangements and special consideration regulations and guidance are consistent with the law and recognises its duties towards disabled candidates as defined under the terms of The Equality Act 2010. This includes a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the Centre provides to disabled candidates. The PGHS Special Educational Needs & Disability policy and the PGHS policy for Access Arrangements in Public Examination set out how the Centre seeks to comply with The Equality Act 2010 and fully support disabled candidates. These policies can be found in the Staff Shared Area policies 24-25 folder.

### **Head of Learning Support:**

- Is familiar with the contents, refers to and directs relevant Centre staff to annually updated JCQ publications including: Access Arrangements and Reasonable Adjustments and Special Consideration
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- Presents when requested by a JCQ Centre Inspector, evidence of the Assessor's qualification
- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- Liaises with teaching staff to gather evidence of the normal way of working of an affected candidate
- Gathers evidence by completing the JCQ Form 8 to support the need for access arrangements for a 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 extra time arrangements for access arrangement candidates.

The Head of Learning Support will inform HoDs of candidates with special educational needs. HoDs can then inform individual staff of any special arrangements that candidates may be granted during the course and in the examination.

### **Access arrangements**

Candidates who may require access arrangements may be identified during the admissions process or enrolment.

Teachers identifying candidates who may require access arrangements after the start of the course should contact the Head of Learning Support at the earliest opportunity. It is the teacher's responsibility to ensure arrangements are made as soon as possible after the start of the course.

Applying for access arrangements via the JCQ AAO tool is the responsibility of the Head of Learning Support.

Special requirements in accordance with the Special Educational Needs and Disability Policy

- It is the responsibility of the Head of Learning Support to liaise with the EO about the arrangements for candidates with special needs.
- The Head of Learning Support will ensure the EO has all information needed on each candidate with special needs.
- The EO, in conjunction with the Head of Learning Support, will ensure requests for special arrangements are submitted to the Awarding Bodies.
- A separate room and invigilator are required for anyone with a reader and /or a scribe and in some cases use of a word processor, designated rest periods or other special consideration.
- The Head of Learning Support provides and annually reviews the PGHS policy for candidates using laptops/word processors in examinations & assessments which can be found in the Staff Shared Area in the Exams policy folder, PGHS Use of Word Processor in Examinations.
- Names of candidates who are entitled to centre delegated access arrangements, such as extra time, will be submitted by the Head of Learning Support/EO who will retain the required evidence on file for the JCQ inspection until the end of the examination season.
- Special arrangements can also be made for candidates to take their examination outside School e.g. M.E. sufferers etc. In these cases, invigilation/examination rules must still be adhered to.
- The early opening and checking of papers for candidates with special educational needs should be conducted in the presence of the EO only with the permission of the Awarding Body, at an agreed time.

- The necessary re-scheduling of internal and external examinations for candidates with special educational needs will be co-ordinated with the EO e.g. candidates who have extra time may not be able to fit two long sessions of examinations in one day i.e. more than 5 hours for GCSE.
- Any candidate with mobility difficulties may sit their papers in a separate room with easy access, with an invigilator.

### **Special Consideration**

Special consideration is a post exam adjustment granted by the awarding bodies and can only be applied for on or after the day of an examination if a candidate is at a disadvantage. Should a candidate be too ill to sit an examination; suffer bereavement or other trauma; or be taken ill during the examination itself, then it is the candidate's responsibility to alert the invigilators, EO or Senior Leadership Team to that effect. The candidate must support any special consideration claim with appropriate evidence within seven days of the examination, for example a letter from the candidate's doctor. If the centre supports the application, the EO will then forward a completed special consideration form to the relevant Awarding Body within the JCQ's recommended deadlines.

### **Inability to complete an assessment**

If a candidate is physically unable to complete their assessment(s), special consideration procedures will be invoked after discussions with the specific Awarding Body on an individual candidate basis. The minimum requirements for eligibility for special consideration are:  
GCSE: 25% of the total assessment must be completed. If the minimum requirement is not met in GCSE, an exceptional circumstances award may be made in the following circumstances:

- One component, usually NEA, must have been completed.
- Alternative appropriate pre-existing evidence of attainment must be available in each of the components missed. This must have been produced by the candidate under controlled conditions. It must match the specification requirements regarding the content, at the appropriate tier of entry. It must reflect the nature of the component(s) missed.

Candidates will not be eligible for special consideration if preparation for or performance in the examination is affected by missing all examination and NEA components.

Departments are advised to bear these requirements in mind when planning their teaching and assessment programmes for their candidates.

### **Additional Examinations (GCSEs – by candidates of compulsory school age)**

If a pupil wishes to pursue an additional subject outside School, and it is a subject which is offered as part of the centre's normal GCSE curriculum (i.e. taught in the normal school day) the entry fee will be paid for by the centre. However, examination administration, actual examination fee, room hire and invigilation may be charged to the parents. The candidate and their parents should be in communication with the HoD of that subject to ensure that the syllabus

being followed is the same as the one studied within centre that year and then there may not be additional costs.

If a pupil wishes to pursue an additional subject externally which is not one taught as part of the centre's GCSE curriculum (e.g. Modern Greek, Archaeology) then there will be a charge to cover examination administration, the entry and actual examination fee, room hire and invigilation. Policy on External Examination Entry for non-curricular subjects can be found in the staff shared area exams folder.

### **Centre Inspections**

The Centre will co-operate with the JCQ Centre Inspection Service, an Awarding Body or a regulatory authority when subjected to an inspection, an investigation or an unannounced visit.

The JCQ Centre Inspector will identify themselves with a formal identity document and must be accompanied at all times throughout their tour of the premises. Including inspection of the Centre's secure storage facility; all venues used for examinations and paperwork.

The Centre has in place the following policies available for inspection, which can be found in the staff shared area Policies 24-25 folder and Exams folder:

- A written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements;
- A written complaints policy;
- A written data protection policy;
- A written equalities policy;
- A written whistleblowing policy
- A written internal appeals procedure which covers appeals regarding internal assessment decisions, access to post result services and appeals and Centre decisions relating to access arrangements and special consideration;
- A written malpractice policy which covers all qualifications delivered by the Centre. The policy details how candidates are informed and advised to avoid committing malpractice in examinations/assessments and how suspected malpractice issues should be escalated within the Centre and reported to the relevant Awarding Body. It acknowledges what AI is and how it should be used and acknowledged; the risks and misuse of it.
- A written policy regarding the management of non-examination assessments including controlled assessments and coursework.
- A written policy on the use of word processors in examinations.
- A written policy Access arrangements and SEND policy.

### **Exams officer (EO)**

- 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 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
- Works with the Head of Learning Support 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 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 exam materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

### 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 Head of Learning Support
- 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

### Head of Learning Support

- 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 (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 examinations)
- 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

### Teaching staff

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

### Invigilators

- Undertake training on the current JCQ 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

### Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and security of confidential examination/assessment materials

### Site staff

- Support the EO by setting up exam rooms accordingly and in other 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 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

#### Secure materials

#### Head of centre ([GR 3.6](#))

- Ensures the centre has a secure storage facility in a room solely assigned to examinations

#### The secure room and the secure storage facility ([ICE 3.1](#))

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

## Information sharing

### Head of centre

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

### 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

## 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
- Collects estimated subject entries and submits to relevant exam boards

### 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

## Access arrangements

### Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for examinations and assessments
- Ensures a written process is in place to not only check the qualifications of the appointed assessor but that the correct procedures are followed as in Chapter 7 of the JCQ document Access Arrangements and Reasonable Adjustments
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

- Ensures the Head of Learning Support is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

### Head of Learning Support

- 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 Head of Learning Support* 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 arrangements 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
- Updates 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

### Internal assessment and endorsements

#### Head of centre

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

- 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 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 reformed 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
- 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

#### **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

## **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 timed Art exams and practical ICT exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- Ensures that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a learning support assistant who has supported one or more candidates is not an invigilator during the examination

### **Exams officer**

- Recruits additional invigilators where required to effectively cover all exam 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 in a different colour) and confirms invigilators understand what is and what is not permissible

## **Entries: roles and 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 officer**

- In September, the EO will circulate to all Heads of Departments (HoDs) an estimated entries form confirming the Awarding Body and specification used by that department



and the estimated entries for GCSE for that academic year. This must be checked, signed and returned to the EO by the required deadline.

- Will enter a provisional timetable on to the School calendar after estimated entries have been received and submitted. A permanent timetable will be added after final entries have been submitted.

### **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

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

- will take responsibility for informing the EO of: subject codes, specifications, awarding bodies and number of candidates for their subject for examination entries and withdrawals.
- Will provide the requested information by the EO's internal deadline
- External examinations are scheduled throughout the academic year. HoDs must liaise with the Head and/or Deputy Head and EO to oversee and plan the scheduling of examinations for their area.

#### **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
- Submits examination entries by the deadline date
- 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
- 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.
- Has clear entry procedures in place to minimise the risk of late entries

#### **Amendments to entries**

Withdrawals, in writing, will be accepted by the EO up to the date set by the Awarding Body, which is one month after the deadline for entries (21<sup>st</sup> February). Penalty fees arising from any late withdrawals / entries resulting from incorrect information being supplied to the EO (except in exceptional circumstances) will be charged to the department, while late withdrawals at the request of the candidate will be charged to the candidate.

## Candidate statements of entry

### Exams officer

- Provides candidates with statements of entry for checking: correct subjects and tiers; correct spelling of name and date of birth and signature.

### Senior Leaders

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

### Candidates

- Confirm entry information is correct by signing the statement of entry and/or notify the EO of any discrepancies

## 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

### Head of Learning Support

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 disabled 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 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
- 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 provided by the centre
  - food and drink in exam rooms
  - unauthorised items in exam rooms
  - when and how results will be issued
  - post-results services information and how the centre will deal with requests from candidates
  - when and how certificates will be issued

### **Dispatch of exam scripts**

#### **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
- International GCSE exam packages are physically taken to the post office and despatched by Royal Mail tracking 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 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

#### **Head of Learning Support** (or equivalent role)

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

#### **Teaching staff**

- Support the Head of Learning Support 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 EO to the internal deadline
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

#### **EO and HoDs**

- Submits marks, endorsement grades and samples to awarding bodies/moderators to meet the external deadline
- 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 officer**

- Provides an annually 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 Head of Learning Support regarding the facilitation and invigilation of access arrangement candidates

##### **Head of Learning Support**

- 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 Centre Inspections

### Exams officer or Senior leader

- Will accompany the Inspector throughout a visit

### Head of Learning Support or relevant Senior leader (in the absence of the Head of Learning Support)

- 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 exams

## Seating and identifying candidates in exam rooms

### Candidate Identification Procedure ([GR](#) (5.6, 5.9) and [ICE](#) (16))

#### Exams officer

- Will have candidate cards showing a photograph, candidate number and any AA requirements which will be shown in red.
- 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 arrangements awarded)

#### 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

- 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
- Keeps a log book in the centre's main reception which is the initial point of delivery where confidential material is received and signed for by authorised staff and appropriate arrangements are in place for the immediate transfer to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room
- 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
- 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.

\*For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

### **Reception staff**

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

### **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  
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 Head of Learning Support regarding rooming of access arrangement candidates

#### **Head of Learning Support**

- 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

### **Internal assessments**

#### **Exams officer**

- Prepares for the conduct of internal assessments under external conditions (where applicable to the centre)
- Provides a centre exam timetable of subjects and rooms



- Provides seating plans for exam rooms
- Arranges invigilation

### Head of Learning Support

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

## Conducting Exams: 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](#))
- 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

### Invigilation

The EO will:

- Provide an invigilation handbook and train or update the invigilators annually.
- Invigilators will sit the Exams Office's certified online training or training update annually.
- Ensure invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensure invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Deploy invigilators effectively to examination rooms throughout an examination series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- Allocate invigilators to examination rooms (or where supervising candidates due to a timetable variation) according to the required ratios
- Ensure that each examination session will have a designated invigilator in charge for each group of 30 candidates (maximum) or fewer.

### Conduct of invigilators

The invigilator will:

- Start all examinations in accordance with JCQ guidelines.
- Seat candidates in examination rooms as instructed by the EO on the seating plan.
- Make sure that the flipchart/whiteboard is visible to all candidates showing the: Centre number, Awarding Body, subject title and paper number, the actual starting time, finishing time, extra time and date of each examination.

- Give all the appropriate information and may also be required to issue the 'Warnings to Candidates' at the start of the examination session in addition to announcing clearly to the candidates when they may complete the details on their answer booklet and starting the examination by announcing the start time clearly.
- Will complete the room check list; complete the Awarding Body's attendance register, sign the seating plan and complete any other appropriate forms.
- Must not take any work into the examination room but give full attention to the conduct of the examination. Non-examination related tasks cannot be carried out and this also extends to reading the question paper.
- Active invigilation is required, such as walking up and down the aisles.

### Candidates

During examinations, the JCQ rules on unauthorised items, candidates' use of mobile phones and all electronic devices apply at all times.

- Wrist watches cannot be worn or taken into the examination room.
- Normal School rules apply to dress and behaviour.
- Candidates' personal belongings should be left in their lockers and mobile phones and valuables left in the year11 box in the Office.
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Candidates will not be allowed to leave the examination room until the published finishing time. If a candidate leaves the examination room unattended they will not be allowed back in to finish the examination.
- Candidates are personally responsible for providing their own equipment for their examinations. The centre will provide a minimal amount of 'spare' equipment in each venue but this will only be available to candidates who have a problem with their own equipment (e.g. breakages during the examination).
- Candidates must clear anything stored in their calculators.
- The supervision of candidates between examinations is the responsibility of the EO.
- Disruptive candidates and misconduct in the examination room will not be tolerated and will be dealt with in accordance with the JCQ document Suspected Malpractice in Examination and Assessments and the PGHS Malpractice Policy and the PGHS Candidate Behaviour and Malpractice Policy which is in the staff shared area exams folder.

### Candidate absence

The EO will attempt to contact any candidate who is not present at the start of an examination and deal with them in accordance with the JCQ guidelines. Where a candidate is absent or ill and cannot sit the exam, they must let the centre know as soon as possible.

### Invigilators

- Are informed of the 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 who arrive late**

If a candidate is going to be late, they must contact the centre immediately. Upon arrival, late candidates must report to the Office and not go directly to the examination hall. The EO will escort the late arrival to the examination hall and seat them appropriately (in line with the JCQ regulations). If the candidate is less than an hour late, the full tie allowance is given only where possible. Where a candidate is more than an hour late for an examination, they are considered 'very late', candidates are occasionally permitted to sit the examination but are warned by the EO that their paper may not be accepted by the Awarding Body. The late entrance will be recorded in the examination incident log book and the Awarding Body is notified.

### **Exam papers and materials**

#### **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, 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 timetable clash candidates have completed 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
- 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 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

#### **Senior leaders**

- Ensures 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 evacuation (lockdown)

#### **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 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

#### **Emergency Procedures during External Examinations**

The first consideration must be the evacuation of the building to a place of safety. The following steps are to be taken to endeavour to maintain the integrity of the examination without in anyway compromising the safety of candidates and staff.

- Question papers and scripts must be left in the examination room.
- The invigilator(s) is to lead the examination candidates to the designated assembly point, which is away from the assembly point for the rest of the centre. Single file and absolute silence must be enforced with candidates reminded that, as in the examination room, verbal or visual communication is a breach of regulation.

- Make a note of the time of the interruption and how long it lasted.
- Allow candidates the full working time set for the examination.
- If there are only a few candidates, and it is safe to do so, consider the possibility of moving them to another room to finish the examination.
- Make a full report of the incident and the action taken, submit to the Awarding Body and retain on file until the relevant date for Enquiries about Results.
- An Emergency Evacuation Procedure during external examinations poster will be placed in the examination hall.

### Designated Assembly Points

Evacuation of the Elizabeth Smith Hall: Candidates are to leave the building in single file through the main entrance, in absolute silence and leave the premises via the double wooden gates. Turn left and walk in single file to the junction of Hoppers Road and Stonard Road and assemble against the wall around the corner. More details will be available on a poster of evacuation instructions present in examination rooms and in the Examinations Emergency Evacuation policy during external examinations which can be found in the Staff Shared area Exams policies folder.

If the invacuation with lock down signal is sounded:

- Candidates are told to stop working and close their examination booklets.
- Invigilators will lock the doors and close all the curtains.
- Candidates will be instructed to sit on the floor or move to another appropriate place such as away from the windows.
- They must remain in silence.
- The room will remain locked until either a member of SLT or someone from the emergency services gives the all clear or other instructions such as to evacuate.
- After the all clear, the examination will recommence when everyone is ready.

### 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

**Managing Behaviour Policy (Exams)** can be found in the staff shared area exams folder.

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

#### **Dispatch of exam scripts**

Once the examination envelope is sealed in the examination hall, it is to be taken to the secure storage cabinet in the Examinations Office by the EO. Any examination scripts that miss the Parcelforce collection will be stored overnight in the Examinations Office to await the next collection

#### **Exams officer**

- Dispatches scripts as instructed by JCQ and awarding bodies through Parcelforce yellow label system
- IGCSE exam papers sent via Royal Mail Tracking Service and a certificate of posting and receipt to be obtained.
- Petty cash to be obtain from the bursary department
- Keeps appropriate records to track dispatch

#### **Results: roles and responsibilities**

##### **Results**

- All GCSE results will be available for collection by the candidate, or by email, on the day after they are published by the Awarding Bodies. The FSMQ and IGCE ICT results will be made available on the same day as the GCSE results.
- The EO and Head of Centre will download and peruse the results on the designated day and prepare paper copies for distribution to the candidates and staff.
- HoDs will be given confidential copies of the results on the same day they are released to the candidates, in accordance with Examination Board regulations, so that they may identify any potential remark candidates and pupil / parent queries.

##### **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](#))
- 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

##### **Senior leaders**

- Identify centre staff who will be involved in the main summer results day 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 officer**

- Works with senior leaders to ensure procedures for managing the main summer results day (a results day programme) are in place
- 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 issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

#### **Site staff**

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

#### **Procedure for the issue of results to candidates in August:**

- Candidates' results will be placed in named envelopes which they will collect from the EO or other designated member of staff, in the Elizabeth Smith Hall; from 9:00am on the appropriate day when the GCSE results can be released.
- If a candidate cannot collect their results they must inform the EO in advance and supply a personal email, so that the result is emailed directly to them.
- Any Year 11 pupil requesting an individual review must be prepared to pay the costs and sign a Consent Form on results day or very shortly afterwards.
- In exceptional circumstances the School will cover the costs of a group review.

#### **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 component/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 officer**

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged

- 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

#### **Candidates**

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

#### **Enquiries About Results (EARs)**

The EO will process any EARs for General Qualifications which may be requested by candidates, who will pay for the service themselves. If there is a change in unit grade the candidate will receive a refund from the Bursary.

#### **Access to Scripts (applicable to General Qualifications only)**

HoDs may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

#### **Post-results Services**

Post result services explained:

- ATSO – a copy of a marked examination paper to support teaching or learning. Once an examination paper has been returned following an ATSO request, it is not possible to request for a review of marking (EAR2). ATSO scripts will be sent to you after the EAR deadline.
- EAR 1 – a check of all the clerical procedures which led to the issuing of a result.
- EAR2 – a clerical check (EAR1), followed by a review of the original marking by a senior examiner to ensure that the agreed mark scheme has been applied correctly.
- EAR3 - this is the only post-results service available for coursework/controlled assessment components/portfolio, and is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied where Centre marks were adjusted by the moderator. (An EAR3 replicates the original moderation process, therefore the same sample will need to be available for review. Any mark changes may impact all candidates who sat the unit for which an EAR3 was requested. It is not possible to request an EAR3 for individual candidates, nor is the service available if the Centre's marks have been accepted).

#### **Internal assessment and endorsements**

- A non-examination assessment policy is in place for GCSE qualifications which include components of non-examination assessment, controlled assessments and coursework.
- 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)
- Appropriate internal moderation, standardisation and verification processes are in place
- An internal appeals procedure relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the Centre's marking.
- Teaching staff delivering 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
- Heads of Department 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
- Candidates are made aware of JCQ and Awarding Body information for candidates on producing work that is internally assessed, non-examination assessments, prior to assessments taking place

### **NEA Assessments**

It is the responsibility of each department to ensure all NEA is marked and the NEA mark sheets, which are distributed to the HoDs by the EO, are completed well in advance of the deadlines published by the Awarding Body. The NEA mark will be entered onto the individual Awarding Body's intranet site by the HoD and EO. All marked work will then be scanned, downloaded and sent off on the awarding bodies learner work transfer secure download site before the deadline date.

### **Appeals against internal assessments**

The Centre is obliged to publish a separate policy on this subject, which is available from the Examinations Office, or the Staff Shared Area, Exams policy folder, or in the Examinations area of the School website.

The main points are:

- Appeals can only be made in relation to the process leading to an assessment. There is no appeal against the assessment decision i.e. the mark or grade awarded.
- Candidates may appeal if they feel their NEA has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- In the first instance, the pupil should raise any concerns about the assessment process with their teacher.
- If the pupil remains concerned having spoken to their teacher, they should contact the Head of Department or a nominated person.

- The teacher or nominated person will ask the pupil to make a written appeal which will be submitted to the Deputy Head. The grounds for the appeal must be clearly stated.
- The review of marking process will normally be led by the Deputy Head and the EO, provided that neither has played any part in the original internal assessment process. Any other senior member of staff involved in the appeals process will not have had any involvement in the internal assessment process for that subject.

The findings will be notified in writing, copied to the Head of Centre and recorded for Awarding Body inspection

### **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

#### **Internal assessment**

##### **Senior leaders**

- 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 after the retention period or disposed of according to the requirements

#### **Certificates**

The Awarding Bodies will send out certificates when all results have been confirmed, normally by the end of October. Candidates will receive all their certificates at the Senior Prize Giving event in November, or if requested, by Royal Mail's recorded delivery service. Any uncollected certificates will be stored securely for 12 months. After this time, they will be destroyed in a confidential manner; a record of this will be kept for 4 years from the date they were destroyed. The certificates remain the property of the Awarding Bodies, if they are lost the candidate must contact the Awarding Body directly for a replacement, this will also incur a cost.

#### **National Examination Contingency Day**

The written examination period for Summer 2025 will commence on Thursday 8th May. The Awarding Bodies have decided that this year's contingency days are the afternoon of Wednesday 11th June 2025 and all day on Wednesday 25th June 2025, which all candidates will need to be aware of and be available for in case any exams will need to be rescheduled.

This contingency day for GCSE examination has been put in place "in the event of widespread, sustained national or local disruption to examination during the summer 2025 examination series". The Joint Council for Qualifications (JCQ) have decided that they need the option to postpone an examination (or examinations) in the event of an incident and rearrange them for a later date to allow all candidates a fair and equal chance. 'Although every effort would be taken



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to keep the impact to a minimum, it is possible that there could be more than one timetabled date affected following the disruption, up to and including the contingency day...' Therefore, all candidates are expected to make themselves available to sit examinations from the date of their first examination until this date. If a candidate chooses not to be available for the rescheduled examination and has not given an acceptable reason for their absence, 'they will not be eligible for enhanced grading arrangements'.



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