



**St Hugh's School**

**Exams Policy**

**2019/20**

### Key staff involved in the exams policy

<b>Role</b>	<b>Name(s)</b>
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Exams officer	<b>Donna Millward</b>
SEnCo (relating to the exams process)	<b>Donna Millward</b>
SLT member(s)	<b>Bridget Coy</b> <b>Katrina Pawlyszyn</b> <b>Jonathan Kenyon</b>
Data officer	<b>Emma Patrick</b>

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## Purpose of the policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements. This exam policy will ensure that:

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

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

This policy will be communicated and distributed to all relevant centre staff, who will sign to acknowledge receipt and understanding. Specific roles will be detailed in job descriptions, where relevant. The policy will be available on the school website. Relevant information will be distributed to candidates as and when necessary and in a format that they can understand. The implementation of this policy is the responsibility of all teaching and non-teaching staff.

The statutory tests, qualifications and accreditations offered by St Hugh's are decided by the head teacher, subject leaders and the senior leadership team. At key stage 4, all candidates will be entitled and enabled, to achieve an entry for qualifications from an external awarding body (AQA, OCR, WJEC, Pearson Edexcel, ASDAN & NOCN). All changes to tests and qualifications offered by the centre are communicated to the exams officer, prior to the commencement of the academic year. The statutory tests and qualifications offered are GCSE, Entry Level and BTEC. Unit Awards and Personal Progress Units are also offered. The subjects offered for these qualifications may be found in the school's published prospectus and on the school website.

## Roles and responsibilities overview

### Head of centre

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:  
General regulations for approved centres (GR)  
Instructions for conducting examinations (ICE)  
Access Arrangements and Reasonable Adjustments (AA)

Suspected Malpractice in Examinations and Assessments (SMEA)

Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework)

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 for exams and assessments
- Takes responsibility for responding to the National Centre Number Register annual update by the end of October each year confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre's declaration which is then kept on file for inspection purposes (located at the front of the exam policy folder).
- Ensures the exams officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
- Enables the relevant centre staff 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 regulations
- Ensures that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the subject department and/or preparing the candidates for the examination, is not an invigilator during the timetabled written examination or on-screen test
- Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
  - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  - appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
  - access to the secure room and secure storage facility is restricted to the authorised 2 key holders
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff, takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place

- Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence). See Exam Contingency Plan (exam policy folder).
  
- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers. See Internal Appeals Procedure (exam policy folder).
  
- Ensures the centre's disability policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements. See Disability Policy (exams) (exam policy folder).
- Ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers. See Complaints and Appeals Procedure (exam policy folder).
- Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements. See Child Protection and Safeguarding Policy (exam policy file).
- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations. See Data Protection Policy (exam policy folder).
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments. See Access Arrangements Policy (exam policy file).
- Ensures the relevant awarding bodies are informed of any **Conflict of Interest** where
  - a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
  - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate
- Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
  - a member of exams office staff have a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
  - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
  - a member of centre staff is taking a qualification at another centre

- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel

### **Exams officer**

- Understands the contents of annually updated JCQ publications including:
  - General regulations for approved centres
  - Instructions for conducting examinations
  - Suspected Malpractice in Examinations and Assessments
  - Post-results services (PRS)
- To ensure the smooth organisation, conduct and running of the examination process; accommodation & invigilation of the exams.
- 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:
- Collect exam and assessment information from teachers & departments and despatch this to the relevant exam boards when required and to track all such material, including controlled assessments/coursework.
- Distribute coursework/controlled assessment mark sheets to subject leaders/teachers by specified date (provided by exam board) along with candidate declaration/authentication sheet and centre declaration sheets.
- Liaise with the awarding bodies on all matters pertaining to the examination system.
- Transfer coursework/controlled assessment marks to exam boards either by uploading results via secure on-line processes or paper-based systems where a copy of all marks will be retained.
- Check and despatch coursework/controlled assessment.
- Arrange Parcelforce collection; external examinations or for Office staff to post portfolios/controlled assessment via trackable but not recorded delivery
- Collate and store the eventual return of coursework/controlled assessments to candidates. It is vital that all coursework/controlled assessments is carefully and securely held until relevant pieces are called for return to students.
- Ensure students' special consideration/access arrangements are applied.
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Supports the head of centre in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining records



that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries

- 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 confidentiality of the exam materials
- Receives, checks and securely stores all exam papers and completed scripts
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- Ensures 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
- 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
- Accounts for income and expenditures relating to all exam costs/charges
- To ensure all is in place for inspection as an Exam Centre.

#### **Senior leaders (SLT)**

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:  
General regulations for approved centres  
Instructions for conducting examinations  
Access Arrangements and Reasonable Adjustments  
Suspected Malpractice in Examinations and Assessments  
Instructions for conducting non-examination assessments (and the instructions for conducting coursework)  
  
A guide to the special consideration process

#### **Subject leaders**

- Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and that all information is accurate
- Ensures teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensures teaching staff attend relevant awarding body training and update events
- Selects an appropriate Exam Board specification.
- Ensures that internal assessments are carried out and marked in accordance with the Exam Board Rules and Regulations.
- To meet with the EO to discuss entries as and when required
- Completes the mark sheet and returns all copies to the Exams Officer along with the coursework/controlled assessment for despatch.

- Guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.
- Involvement in post-results procedures.
- Accurate completion of coursework mark sheets and declaration sheets.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- Notification of access arrangements (as soon as possible after the start of the course).

### **Teaching staff**

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events
- Liaise with subject leaders on all matters pertaining to exams and controlled assessments/coursework.
- Liaise with the Examinations Officer over the requirements and special arrangements for students with specific learning difficulties, visual impairment or certain other medical conditions.
- Complete the mark sheet and returns all copies to the Exams Officer along with the coursework/controlled assessment for despatch.
- Submission of candidates' names to curriculum leaders.

### **Invigilators**

- Attend/undertake training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- To comply with all examination regulations and start all examinations using the checklist supplied by the Examinations Officer
- To create a calm environment for students during the exams
- To report any misconduct to the Examinations Officer
- Collection of exam papers and other material from the exams office before the start of the exam
- Invigilate examinations in accordance with JCQ regulations.
- Collection of all exam papers in the correct order at the end of the exam and their return to the exams office.

### **Office staff**

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

### **Site staff**

- Support the EO in relevant matters relating to exam rooms and resources

## **Candidates**

- To abide by all examination and assessment rules and regulations.
- To be punctual for all exams and assessments.
- To complete all administrative and exam requirements by the relevant deadlines as instructed by the Examinations Officer (e.g. timetable checks)
- Candidates are provided with details of the exams and coursework units for which they have been entered. It is the candidate's responsibility to ensure that he/she has been entered for the correct exam and when and where the examination will take place.
- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.

## **The exam cycle**

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

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

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

## **Planning: roles and responsibilities**

### **Information sharing**

#### **Head of centre**

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

#### **Exams officer**

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

### **Information gathering**

#### **Exams officer**

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

#### **Head of department**

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

#### **Access arrangements**

##### **Head of centre**

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments
- Ensures the EO is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

##### **EO acting as SENCo**

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (candidate personal data consent form) from candidates where required
- Applies for **approval** through *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 any documentation is kept electronically, in the event of IT failure at the time of an inspection is able to access this documentation in an alternative format)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the head of centre and relevant staff regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Ensures invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments. See Word Processor Policy (exam policy folder)
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms. See Access Arrangements Policy (exam policy folder)

#### **Senior leaders, Subject leaders, Teaching staff**

- Support the EO in determining and implementing appropriate access arrangements
- Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations (see Word Processor Policy (Exam Policy File)).

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

##### **Head of centre**

- Provides fully qualified teachers to mark non-examination assessments
- Ensures 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 (see Roles and responsibilities overview)
- Ensures a **non-examination assessment policy** is in place for GCSE qualifications which include components of non-examination assessment. See GCSE Non-Examination Assessments Policy (exam policy file).
- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

##### **Senior leaders**

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

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

### **Subject leaders**

- Ensures teaching staff delivering Entry Level qualifications follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensures teaching staff delivering GCSE specifications (which include components of non-examination assessment) and Entry Level Certificates follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensures 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
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible
- Determines if additional invigilators will be deployed in timed exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

#### **Exams officer**

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year

- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides training for new invigilators on the instructions for conducting exams and an annual 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 that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events

### **Entries: roles and responsibilities**

#### **Estimated entries**

##### **Exams officer**

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

##### **Estimated entries collection and submission procedure**

Estimated entries are collected by the EO from subject leaders and teaching staff at the start of the course (year 10) and a checking exercise is completed each term. It is the responsibility of the EO to ensure that information is provided to awarding bodies regarding subjects for which estimated entries are being collected each year, ahead of the deadline. BTEC (personal progress, award and certificate) students are registered at the start of the course in year 10.

- Makes candidates aware of the JCCQ Information for candidates - Privacy Notice at the start of a vocational qualification or when entries are being processed for a general qualification

##### **Subject leaders**

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

#### **Final entries**

##### **Exams officer**

- Requests final entry information from subject leaders in a timely manner to ensure awarding body external deadlines for submission can be met

- Informs subject leaders of subsequent deadlines for making changes to final entry information without charge
- Confirms with subject leaders final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

#### **Final entries collection and submission procedure**

The EO ensures that final entries are made to each awarding body (AQA, Pearson, WJEC and OCR) by the February deadline using online services. A checking exercise is completed prior to final submission involving subject leaders and the Data Officer. The EO ensures submission via online services of internally collected marks by deadlines set by each awarding body.

Candidates have the right to request a subject entry, change of level or withdrawal. Subject leaders would discuss this primarily with the candidate and then with subject teachers, SLT, the EO and Head of Centre.

#### **Subject leaders**

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

#### **Entry fees**

The centre will pay all normal exam fees on behalf of candidates where the candidate is entering the exam for the first time.

Reimbursement of fees will be sought from candidates who do not meet the necessary coursework requirements without medical evidence or proof of other mitigating circumstances. The school will charge the standard examination fee or any timetabled exam or assessment missed without supporting evidence.

#### **Late entries**

Late entries are authorised by the EO and Head of Centre. Under extreme circumstances, very late entries will be accepted but these will be subject to a fee levied by the awarding body.



### **Exams officer**

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

### **Head of department**

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

### **Re-sit entries**

Re-sit decisions are made in consultation with the subject leader, EO and the candidate. Resit fees are the responsibility of the candidate, unless there exceptional circumstances i.e. financial hardship, schools discretion etc. delivery of all cash and cheques to the school finance officer.

### **Private candidates**

The centre will accept entries from external candidates and act as an Exam Centre for other organisations upon request. Any access arrangements and reasonable adjustments will be applied during examinations or applied for through the centre on request.

### **Candidate statements of entry**

#### **Exams officer**

- Provides candidates with statements of entry for checking
- Ensures candidates statements of entry are sent to parents

#### **Teaching staff**

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

#### **Candidates**

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

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

#### **Access arrangements**

#### **EO acting as SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for them
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

### **Briefing candidates**

#### **Exams officer**

- Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or local disruption to exams
- Prior to exams issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam timetable clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - wrist watches in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

#### **Access to scripts, reviews of results and appeals procedures**

- *Candidates will receive individual results slips on results days either in person at the centre or by post to their home addresses (candidates to provide a sae). Where a candidate has requested in writing that their results should be handed to a third party, the appointed person must present suitable identification i.e.: passport, driving licence, in order to collect the results.*

- *Staff will receive results data on the same day that students receive their results.*
- *Arrangements for the school to be open on results days are made by the head of school.*
- *Members of the Senior Leadership Team should be present in school on results day, together with other members of staff including the exams officer.*
- *Release of information to the public and press is the responsibility of the head teacher.*
- *The exams office will then liaise with outside agencies to report exam results.*
- *Only the head teacher and the EO are permitted access to 'early release' results.*
- *EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking, subject to payment of appropriate fees. The fee is payable either by the candidate or the subject area, depending on who requests the EAR.*
- *After the release of results, candidates may request the return of papers within the awarding body stated deadlines. When this is provided electronically, the EO will send the document to the candidate's nominated email account.*
- *Subject leaders may also request scripts for investigation or teaching purposes. For the latter, the consent of candidates must be obtained.*

***See also Internal Appeals Procedure and Complaints and Appeals Procedure (exam policy folder).***

### **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

### **Estimated grades**

#### **Subject leaders**

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

#### **Exams officer**

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

### **Internal assessment and endorsements**

#### **Head of centre**

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

#### **EO acting as SENCo**

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

### **Teaching staff**

- Support the EO 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

### **Subject leaders**

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

### **Exams officer**

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors 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**

It will be normal practice to use internal invigilators who have not been part of the delivery or preparation of the assessed components or controlled assessments.

External invigilators will only be used if internal staffing structures do not allow for existing processes & practice to take place.

The recruitment of invigilators is the responsibility of the EO and head of centre. Securing the necessary DBS clearance for new invigilators is the responsibility of the centre administration. DBS fees for securing such clearance are paid by the centre. Invigilators are timetabled and briefed by the exams office and rates of pay are set by the centre.

#### **Exams officer**

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually
- 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, 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, ensuring all relevant rules are being adhered to and supporting 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
- Ensures facilitation and invigilation of access arrangement candidates

#### **Invigilators**

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

#### **JCQ inspection visit**

##### **Exams officer or senior leader**

- Will accompany the Inspector throughout a visit

##### **Exams officer or relevant senior leader (in the absence of the EO)**

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

#### **Seating and identifying candidates in exam rooms**

##### **Exams officer**

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

##### **Verifying candidate identity procedure**

- The number of candidates is small, thus making identification a straightforward process
- If external invigilators have been used, the head of centre, EO or invigilators working at the centre will assist the process of the seating of candidates according to the seating plan

- A private/external or a transferred candidate who is not known to the school must show documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. a birth certificate or passport. Written evidence will be requested from the candidate's parent/carer. Evidence will be checked by the head of centre and office staff will be advised whether they can/cannot allow entrance to the school. Documentation will be held by the school office.

Where it is impossible for the school office to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Candidates will be advised of this process in advance of this procedure and well before their first examination. Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the examination

- 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)

#### **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 delivered to those authorised by the head of centre
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Ensures the secure storage facility contains only current and live confidential material
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)

### **Office staff**

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

### **Teaching staff**

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

### **Timetabling and rooming**

#### **Exams officer**

- Produces a master centre exam timetable for each exam series
- Informs parents/carers and candidates of timetables and exam entries
- Informs teaching staff regarding seating plans and timetables
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort once all other options have been exhausted and according to the centre's policy and completing the required documentation from JCQ) and notifies candidates and parents/carers how the exam clash will be resolved. On the day of the exam, arrangements will be made to manage those candidates with an exam clash, including supervision between exams
- 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
- Ensures appropriate 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

### **Alternative site arrangements**

#### **Exams officer**

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service to timescales by submitting a JCQ *Alternative Site arrangement* notification through CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that

will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

### **Centre consortium arrangements**

#### **Exams officer**

- Processes applications for *Centre Consortium arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

#### **Subject leaders**

- Informs the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

### **Transferred candidate arrangements**

#### **Exams officer**

- Liaises with the host or entering centre, as required
- Processes requests for *Transferred Candidate arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

### **Internal exams**

#### **Exams officer**

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

#### **Teaching staff**

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

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

### **Access arrangements**

#### **Exams officer**



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

### **Candidate absence**

#### **Candidate absence policy**

Should a candidate be ill before an exam, suffer bereavement or other trauma, then it is the candidate's responsibility to alert the centre, the Exams Officer, or the exam invigilator, to that effect. The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example a letter from the candidate's doctor. The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

The EO will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

#### **Invigilators**

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

#### **Candidates**

- Are re-charged relevant entry fees for unauthorised absence from exams

#### **Candidate behaviour**

See *Irregularities* below.

#### **Candidate belongings**

See *Unauthorised materials* below.

#### **Candidate late arrival**

#### **Exams officer**

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a *report on candidate admitted very late to examination room* through CAP to timescale
- Warns candidates that their script may not be accepted by the awarding body

#### **Invigilators**

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

#### **Candidate late arrival policy**

- Candidates who arrive late or very late after the start of an examination may be allowed to enter the examination room and sit the examination. This will depend on the circumstances and will be dealt with on an individual basis
- The EO will ensure that candidates understand this policy prior to the start of their first exam
- The full time allocated for the exam will be given to the candidate, providing that adequate rooming and supervision can be offered
- If possible, the candidate will be allocated a room away from the main exam room that has been prepared for exam situations
- The procedure followed at the start of the exam will be available to the candidate. If possible, this will be away from the allocated room so as not to disturb other candidates

Parents/carers will be informed by the EO and advised (along with the candidate) that persistent lateness is more likely to invoke refusal by the school to allow the candidate to sit subsequent exams

#### **Conducting exams**

##### **Head of centre**

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

##### **Exams officer**

- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an exam day checklist to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed
- In the absence of the EO at the end of any exam, papers will be collected and taken to a pre-designated member of SLT who will ensure that they are stored securely as per centre policy

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

##### **Exams officer**

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

#### **Exam papers and materials**

##### **Exams officer**

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant exam 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 prior to question paper packets being opened that another member of staff or 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 additional/second check (which takes place in the secure room if a question paper packet has to be split or in the designated exam room if not) 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 authorised centre staff are present in exam rooms
- 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

#### **Food and drink in an exam room policy**

- Drinks will only be allowed into the exam room if they are in a non-leaking, secure container, for example, a sports water bottle
- Drinks must not be in their original, labelled packaging
- Only water and juice will be allowed (no fizzy or energy drinks) as per school published rules
- Food must be in a clear plastic bag and be unlikely to cause damage to exam scripts
- Food and drink will be checked by the invigilator on entering the exam room
- Food and drink may be confiscated at the discretion of the invigilator (or the lead invigilator, head of centre, EO or other senior member of staff)

Confiscated items will be placed out of reach of candidates (usually at the front) or taken from the exam room if possible

#### **Policy on candidates leaving the exam room temporarily**

- Candidates must be accompanied by a member of centre staff. This will usually be an invigilator
- The member of staff will not be the candidate's subject teacher or a subject expert for the examination in question
- Candidates and staff will not communicate any information in respect of the examination being taken

Candidates may be allowed extra time to compensate for the temporary absence at the discretion of the centre

#### **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 (radio contact)
- Ensures all invigilators can contact the EO via radio
- 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**

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

## **Emergency evacuation policy**

See Emergency Evacuation Policy (exam policy folder)

### **Subject leaders/teachers**

- May be present at the start of the exam to assist with the identification of candidates but must not advise on which questions are to be attempted
- May be present in case of technical difficulties in practical exams
- May be available to read out any subject specific instructions and start the exam, if required
- Exam papers must not be read by subject leaders or removed from the exam room before the end of a session

### **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 in training/update events and briefing sessions
- Ensure students do not leave the exam unless their exam paper has been collected and secured by an invigilator

### **Candidates**

- Are required to remain in the exam room for the full duration of the exam
- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- May leave the exam room for a genuine purpose requiring an immediate return to the exam room (unless rest breaks have been agreed and arranged for as part of access arrangements), in which case a member of staff must accompany them
- Will adhere to the centre's published rules on acceptable dress, behaviour and the use of mobile phones/electronic devices at all times
- Are responsible for providing their own equipment during exams. Equipment will be available should candidates experience problems with their own
- Personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage

### **Irregularities**

#### **Head of centre**

- Ensures 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 in exam rooms procedure**

- Published centre rules on acceptable behaviour apply to exam room conduct
- Candidates will be made aware of particular expectations related to exam room conduct prior to the start of their first exam
- A decision will be made through the access arrangement framework, whether students who may find it difficult to behave appropriately in the main exam room, should be given the opportunity for rest breaks and/or separate arrangements for exam rooms
- Disruptive candidates will be dealt with according to JCCQ guidelines
- The head of centre (EO or senior leader) will be contacted via radio in the first instance
- The head of centre may decide to remove a candidate from the exam room if they decide that they are disrupting other candidates. They will be accompanied at all times when outside the exam room
- A decision will be made as to whether it is appropriate for the candidate to return to the exam room and continue with the exam
- Invigilator to record any incident on the exam room incident log

EO to report to awarding body

#### **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)

#### **Malpractice**

*See Irregularities above.*

## **Special consideration**

### **Exams officer**

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

### **Special consideration policy**

Should a candidate be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the Exams Officer, or the exam invigilator, to that effect. The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example a letter from the candidate's doctor. The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

### **Candidates**

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

## **Unauthorised materials**

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

- The invigilator, prior to the examination starting, must ensure that candidates do not have access to items other than those stated in the instructions on the question paper, stationery list or specification
- See food and drink in exam rooms above
- Any unauthorised item must be placed out of reach of the candidates or removed from the room if possible
- Wrist watches are not allowed to be brought into the exam room
- The EO will ensure that candidates and their parents/carers understand the arrangements for unauthorised materials prior to the commencement of their first exam

Any misconduct or irregularity must be reported to the EO as soon as possible, who will then inform the exam board concerned

### **Invigilators**

- Are informed of the arrangements through training

## **Internal exams**

### **Exams officer**

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

### **Invigilators**

- Conduct internal exams as briefed by the EO

## **Results and post-results: roles and responsibilities**

### **Internal assessment**

#### **Subject 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 or disposed of according to the requirements

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

#### **Senior leaders**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures 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(s) (a results day programme) are in place

#### **Results day programme**

- Candidates will receive individual results slips on results days either in person at the centre or by post to their home addresses (candidates to provide a sae). Where a candidate has requested in writing that their results should be handed to a third party, the appointed person must present suitable identification i.e.: passport, driving licence, in order to collect the results.
- Staff will receive results data on the same day that students receive their results.
- Arrangements for the school to be open on results days are made by the head of school.
- Members of the Senior Leadership Team should be present in school on results day, together with other members of staff including the exams officer.
- Release of information to the public and press is the responsibility of the head teacher.
- The Data Officer/EO/Head of Centre will then liaise with outside agencies to report exam results.

Only the head teacher and the examination team are permitted access to 'early release' results.



## Site staff

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

## Accessing results

### Head of centre

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates

### Exams officer

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

## Post-results services

### Head of centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal. See Internal Appeals Procedure (exam policy folder)
- 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 (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

## Teaching staff

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

### **Candidates**

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

### **Analysis of results**

#### **Data Officer and Exams Officer**

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

### **Certificates**

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

#### **Issue of certificates procedure**

- On arrival in the centre, certificates are checked by the Data Officer and re-checked by the EO
- The Data Officer provides any returns to the exam body
- Any issues following certification are dealt with by the EO with reference to individual exam body procedures
- Certificates are stored securely until distribution
- Certificates are presented in person or collected and signed for
- Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates
- Replacement certificates are only issued if a candidate agrees to pay the costs incurred

**Certificate lists are collated by the Data Officer, along with certificate collection signatures. Copies are kept within the yearly exams folder. Exam folders are stored securely.**

#### **Retention of certificates policy**

- The school will retain unclaimed certificates for twelve months from their date of issue

- The centre will make every effort to contact candidates to advise about collection in the twelve months following the issue of certificates
- Unclaimed certificates will be securely destroyed by shredding

Records of destroyed certificates will be kept for a further four years from the date of destruction and stored securely

### **Exams review: roles and responsibilities**

#### **Exams officer**

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
- Collects and evaluates feedback from staff, candidates and invigilators to inform an exams review

#### **Senior leaders**

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

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

#### **Exams officer**

- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy
- Provides an exams archiving policy that identifies information held, retention period and method of disposal. See Exams Archiving Policy (exam policy folder)