Ethos Academy Trust

Exam Policy
2024-2025

1	**Summary**	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 are signposted to
		▶ all centre staff are 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.
2	**Responsible person**	Head of Centre
3	**Accountable ELT member**	Mandeep Bains
4	**Applies to**	Ethos College
5	**Trustees and/or individuals who have overseen development of this policy**	N/A
6	**Headteachers/Service Heads who were consulted and have given approval (if applicable)**	Mandeep Bains
8	**Ratifying committee(s) and date of final approval**	Head Teacher
9	**Version Number**	1.5

10	**Available on**	**Every**	Y	**Trust Website**	N
				Academy Website	N
				Staff Portal	N

11	**Related documents (if applicable)**	The following JCQ documents/guidelines form the basis for this policy:
		▶ *General Regulations for Approved Centres*
		▶ *Instructions for Conducting Examinations*
		▶ *Access Arrangements and Reasonable Adjustments*
		▶ *Suspected Malpractice - Policies and Procedures*
		▶ *Instructions for conducting non-examination assessments*)
		▶ *A guide to the special consideration process*

12	Disseminated to	Entire College
13	Date of implementation (when shared)	
14	Date of next formal review	November 2025
15	Consulted with Recognised Trade Unions	N/A

Date	Version	Action	Summary of changes
19/09/23	1.4	Gen Reg Update	.Exclusions from 3rd Party Arrangements .Head of Centre responsibility
17/10/24	1.5	No Changes	

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1. 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 are signposted to
▶ all centre staff are 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 to all relevant centre staff by email. There is a separate exam handbook for candidates.

2. 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 in order to ensure the security and integrity of the examinations/assessments.

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

The **head of centre may not appoint themselves as the examinations officer**. A head of centre and an examinations officer are two distinct and separate roles. (GR 2)

Head of centre responsibilities

The 'head of centre' is the most senior operational officer in the organisation. This may be the headteacher of a school, the principal of a college, the Chief Executive Officer of an Academy Trust or the Managing Director of a company or training provider. It is the responsibility of the head of entre to ensure that all staff comply with the instructions in this booklet.

For details about specific head of centre responsibilities, see sections 1, 8, 11, 12, 13, 16, 24, Appendix 1 section 6 and Appendix 8. (ICE Introduction)

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)

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- *Instructions for Conducting Examinations* (ICE)
- *Access Arrangements and Reasonable Adjustments* (AA)
- *Suspected Malpractice - Policies and Procedures* (SM)
- *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

▶ The head of centre **must** ensure that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system

▶ Heads of centre **must** ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential materials. Ultimately awarding bodies could withdraw approval of centre.

▶ 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

▶ The head of centre must ensure that the examinations officer has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation.

National Centre Number Register

▶ Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration, which is managed as part of the National Centre Number Register (NCNR) annual update

▶ Understands that this responsibility 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

Recruitment, selection and training of staff

▶ 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

▶ Enables the relevant senior leader(s), the examinations officer and the SENDCo 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 regulations

▶ Appoints a SENDCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

Internal governance arrangements

▶ Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent

> ▶ Escalation Process: In the event that the Deputy Head is absent, responsibility for all matters relating to examinations and assessments will be assumed by the Head of Centre. Should both be absent, the SLT team will have shared responsibility

▶ Has in place a member of the senior leadership team who 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
▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
▶ Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination

Delivery of qualifications

▶ Delivers qualifications, as required by the awarding body, 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 reasonable adjustments for disabled candidates
▶ Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned
▶ Where a centre uses a third party to deliver any part of a qualification (including the assessments), it must maintain oversight of, and responsibility for, the delivery of the qualification in accordance with these regulations and awarding body requirements. Centres must have in place a written agreement with the third party. This will 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. The centre must ensure that a copy of the written agreement is available for inspection if requested by the awarding body. The table below identifies examples of the key third party arrangements that must be covered, along with acceptable exclusions.

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Third party arrangements	Exclusions from third party arrangements
Teaching and learning conducted by third party.	Arrangements with another centre on the NCNR register, e.g. consortium arrangements teachers employed through an agency as a temporary arrangement to cover staff absence.
Marking/grading and authentication of candidates' work which will be submitted to awarding bodies and will contribute to the awarding of a component/unit or overall qualification.	Arrangements with another centre on the NCNR standard register, e.g. consortiu arrangements.
Support services provided by third parties – invigilation, facilitation of access arrangements, e.g. readers and scribes.	Invigilators and those facilitating access arrangements, e.g. readers and scribes contracted directly by the centre.
Assessors for candidates requiring access arrangements/reasonable adjustments.	An access arrangements assessor who has been contracted directly by the centre to es with learning difficulties

Third Party arrangements do not include:

- arrangements that are not for the purposes of delivering, assessing or supporting examinations/assessments as detailed above;
- arrangements between candidates and third parties e.g. tutors;
- an approved centre which has multiple sites, such as college campuses.

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

Security of assessment materials

▶ Takes all reasonable steps 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 solely assigned to examinations for the purpose of administering secure examination materials
- appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
- access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six keyholders)
- 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

▶ 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 publication Instructions for conducting examinations

▶ Makes arrangements to 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

▶ Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

▶ Obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments

▶ 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/ 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)

All policies/plans/procedures outlined on the following pages are kept in the Ethos Exam Policies File, unless otherwise stated. All policies are reviewed annually.

Exam contingency plan

> ▶ The purpose of the exam contingency plan is to ensure that the senior leadership team can act immediately in the event of an emergency or staff absence.
> ▶ The plan also documents procedures should the centre be unavailable for examinations due to an unforeseen emergency.

▶ Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

Internal appeals procedures

> ► **Internal appeals procedures (Centre Assessed Marks**). The purpose of this policy is to inform candidates that they may request reviews of the centre's marking of their assessments (prior to marks being submitted to the awarding body).
> ► **Post results services - procedures and appeals.** This document outlines procedures to be followed in respect of post results services, and in managing disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.

► Ensures the centre's exams equality 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
Exams Equality policy

> ► The Exams Equality Policy details our commitment to ensuring that disabled candidates have access to suitable courses, and describes the arrangements in place for applications for access arrangements and reasonable adjustments.

► Ensures a C*omplaints 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/guardians
Complaints and Appeals Procedure

> ► This procedure confirms Ethos College's compliance with JCQ's *General Regulations for Approved Centres 2022-2023, section 5.8 (e)* that the centre will *draw to the attention of candidates and their parents/carers/guardians their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."*
> ► This policy is kept on file by the EO and is also available to view on the website.

► Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
Child Protection / Safeguarding policy

> ► The centre policy is available to view on our website:
> https://www.ethoscollege.uk.com/safeguarding/safeguarding-policies/

► Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations
Data Protection Policy

> ► The centre policy is available to view on our website:
> https://www.eat.uk.com/about-ethos/policies/
> ► The Exams Officer has a specific Data Protection Policy for Exams which is kept on file and can be viewed upon request.

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

Access Arrangements Policy

> ▶ Ethos College complies with its obligations in respect of identifying the need for, requesting and implementing access arrangements.
> ▶ The SENDCo is responsible for processing access arrangements and keeping the required evidence on file.
> ▶ The file is made available to the JCQ inspector during every annual visit.

Conflicts of Interest

▶ 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 has 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

Centre Inspections

▶ Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical

▶ Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection

▶ Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and must be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

Exams officer

- ▶ Understands the contents of annually updated JCQ publications including:
  - *General Regulations for Approved Centres*
  - *Instructions for Conducting Examinations*
  - *Suspected Malpractice – Policies and Procedures*
  - *Post-results services* (PRS)
  - *A guide to the special consideration process*

- ▶ Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR https://ocr.org.uk/administration/ncn-annual-update/) by the end of October each year
- ▶ 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
- ▶ Trains the team of internal invigilators and keeps a record of the content of training provided to invigilators for the required period
- ▶ Works with the SENDCo 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 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

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 – Policies and Procedures*
  - *Instructions for conducting non-examination assessments (and the instructions for conducting coursework)*
  - *A guide to the special consideration process*
- ▶ 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 SENDCo
- ▶ Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- ▶ Ensure teaching staff attend relevant awarding body training and update events

Special educational needs co-ordinator (SENDCo)

- ► Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
    - *Access Arrangements and Reasonable Adjustments*
- ► Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- ► Assists the EO with training for invigilators who are facilitating access arrangements
- ► Presents when requested by a JCQ Centre Inspector, evidence of their qualification

Teaching staff

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

Invigilators

- ► Attend/undertake training, updates, briefing and review sessions as required
- ► Provide information as requested on their availability to invigilate
- ► New staff must 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 confidentiality of the exam materials

Site staff

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

Candidates

Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/ carers/guardians.

3. 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 are 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.

3.1 Planning: roles and responsibilities

Information sharing

Head of centre

▶ Directs relevant centre staff to annually updated JCQ publications including *GR*, *ICE*, *AA*, *SM* and *NEA* (and the instructions for conducting coursework) and *SC.*

Exams officer

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

Information gathering

Exams officer

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

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 as stated by the EO 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 qualifications of their assessor but that the correct procedures are followed as per Chapter 7 of the JCQ publication *Access Arrangements and Reasonable Adjustments*
- Ensures the SENDCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENDCo

- Assesses candidates 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 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 appropriately trained and understand the rules of the particular arrangement(s) and, together with the EO, keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Liaises with the Exams Officer in respect of an annual review of the policy and statement on the use of word processors in exams and assessments. These documents are kept in the Exams Policy file

  Word processor policy (exams)

  > This policy details how Ethos College complies with AA (chapter 4) Adjustments for candidates with disabilities and learning difficulties and (chapter 5.8) Word processor when awarding and allocating a candidate the use of word processor in his/her/their exams.

- 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
- The SENDCo must make their decision based on whether the candidate has a substantial and long-term impairment which has an adverse effect, and also take the candidate's normal way of working into consideration. The SENDCo must ensure that this access arrangement does not disadvantage or advantage the candidate
- Liaises with the Exams Officer in respect of determining which candidates are eligible for separate invigilation

Separate Invigilation Policy

> ▶ The purpose of this policy is to ensure that 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.
> ▶ This policy forms part of the Access Arrangements policy (kept in the Exams Policy file)

Senior Leaders, Teaching staff

▶ Support the SENDCo in determining and implementing appropriate access arrangements

Internal assessment and endorsements

Head of centre

Coursework and non-examination assessments

▶ Ensures arrangements are in place to co-ordinate and standardise all marking of centre-assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions
▶ Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
▶ 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 (or parent/carer) 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 qualifications which include components of non-examination assessment

Non-examination assessment policy

> This policy is kept in the Exam Policy file. Its purpose is to cover procedures for planning and managing non-examination assessments and any risks involved in the process

▶ 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

- ▶ Ensure teaching staff delivering OCR Cambridge Nationals, Entry Level Certificate or Project qualifications follow JCQ *Instructions for conducting coursework* and the specification provided by the awarding body
- ▶ Ensure 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
- ▶ 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 assessments 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 training and deploying a team of invigilators
- ▶ Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- ▶ Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

Exams officer

- ▶ Collects information on new members of staff 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 made aware of the access arrangement(s) awarded (ensuring 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

3.2 Entries: roles and responsibilities

<u>Estimated entries</u>

Exams officer

▶ Requests estimated or early entry information, where this may be required by awarding bodies, from teaching staff in a timely manner to ensure awarding body external deadlines for submission can be met
▶ Makes candidates aware of the JCQ *Information for candidates – Privacy Notice* at the start of a vocational qualification or when entries are being processed for a general qualification

Teaching staff

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

<u>Final entries (also applies to re-sits)</u>

Exams officer

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

▶ Informs students that entries will be made using only the legal name, which will also be printed on certificates

Teaching Staff

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

Late entries

Exams officer

▶ Has clear entry procedures in place to minimise the risk of late entries

Teaching Staff

▶ Minimise 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

Candidate statements of entry

Exams officer

▶ Provides candidates with statements of entry for checking

Teaching staff

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

Candidates

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

3.3   Pre-exams: roles and responsibilities

Access arrangements

SENDCo

▶ 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 particular access arrangement)

Briefing candidates

Exams officer

- ► Issues individual exam timetable information to candidates and informs candidates of any contingency day that 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
- ► 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 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

- ► Our policy is to follow exam board procedures if a candidate's mark is close to the grade boundary and it is possible that marks may be gained. If the centre has a concern and believes a result may not be accurate, a review of the result (RoR) and/or access to a candidate's script may be requested.
- ► Candidates are informed by group and teaching staff of the arrangements for post-results services before they sit any exams. This also includes information about the accessibility of senior members of centre staff immediately after the publication of results to discuss results and make decisions on the submission of review requests.
- ► More detailed information is contained in the document "Post results services – procedures and appeals", which is available from the Exams Officer

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

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

SENDCo

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

Teaching staff

▶ Support the SENDCo 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

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

Exams officer

- ► Provides all invigilators with a login to the Exams Office online invigilator training
- ► Trains new invigilators and updates experienced invigilators on any regulation changes on an annual basis
- ► 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
- ► Liaises with the SENDCo regarding the facilitation and invigilation of access arrangement candidates

SENDCo

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

Invigilators

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

JCQ Centre Inspections

SENDCo or relevant **Senior leader** (in the absence of the SENDCo)

- ► 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)

Exams officer

- ► Will accompany the Inspector throughout a visit

Seating and identifying candidates in exam rooms

Exams officer

- ► Ensures a procedure is in place to verify candidate identity (off-site/transfer candidates)
- ► Verifies the identity of off-site/transfer candidates according to the procedure on arrival at the centre, prior to an examination
- ► Escorts the candidate to the exam room and introduces them to the invigilator

Candidate Identification Procedure

- ► Ethos College complies with the requirement to have procedures in place to verify the identity of candidates at the time of the examination/assessment.

> ► The "Candidate Identification Procedure (for off-site/transfer candidates)" document is kept on file by the Exams Officer.

► 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)
► Ensures invigilators are informed of those candidates with access arrangements and made award of the access arrangements awarded

Invigilators

► Seat candidates in exam rooms according to the seating plan provided by the EO

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 only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders
► 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
► Ensures that confidential exam materials are 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 (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 (or secure storage facility when sufficient space allows)
► Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)
► Centres must promptly report any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as cyber-attack.

Reception staff

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

Teaching staff

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

Timetabling and rooming

Exams officer

► Produces a master centre exam timetable for each exam series
► Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)
  Overnight supervision arrangements policy

> ► This policy is kept on file by the Exams Officer. Its purpose is to ensure clarity about the procedures regarding overnight supervision arrangements and to ensure that Ethos College meets the requirements set out by the awarding bodies

► 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
► Ensures that exam rooms are set up according to JCQ and awarding body requirements
► Liaises with the SENDCo regarding rooming of access arrangement candidates

SENDCo

► 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

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 timescale 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

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

SENDCo

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

Teaching staff

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

3.4   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
   • Liaises with the SENDCo regarding approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

Candidate absence policy

▶ Candidates who are unable to attend due to an acceptable reason must phone the centre as early as possible. Written evidence (for example, medical note) will be requested
▶ For candidates who are absent for acceptable reasons the *Special Consideration* guidance will be followed
▶ In cases where no message has been received re absence group staff will inform both the Attendance Officer and the Exams Officer and phone the candidate to

establish the reason. If necessary a member of staff will make a home visit to bring the candidate to the centre
- ▶ If a candidate fails to arrive at the centre by the end of the exam they will be marked as absent and no marks will be awarded for the paper

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 seating plan

Candidate behaviour
See *Irregularities* below.

Candidate belongings
See *Unauthorised items* 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 (within the first thirty minutes following the start of an exam) will be allowed to take the exam and will be allowed the full time
- ▶ If possible, a separate room will be provided in order to minimise disruption to other candidates who have already started the exam
- ▶ Candidates who arrive after 10.00 am for a morning exam or after 2.30 pm for an afternoon exam will be considered **very late**. The Exams Officer will report the arrival time and reason for late arrival to the awarding body. The Exams Officer will also warn the candidate that the awarding body may not accept their script (if, for example, it is felt that security may have been breached)

Conducting exams

Head of centre

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

Exams officer

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

Dispatch of exam scripts

Exams officer

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

Exam papers and materials

Exams officer

▶ Organises exam question papers and associated confidential resources in date order in 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 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 additional/second check is recorded
▶ Where allowed by the awarding body, only releases exam papers and materials to teaching staff for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash or late 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 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 Policy (Exams)

> ▶ Ethos College will provide each candidate with a refillable plastic bottle at the start of the exams. **It is the candidate's responsibility to refill their bottle with water and bring it with them to every exam.** The Exams Officer will write the candidate's name on the base of the bottle.
> ▶ Ethos College also provides sweets for longer exams (of at least 1¾ hours' duration). Sweets are provided in plastic cups with all other packaging removed
> ▶ Candidates may **<u>not</u>** bring any other food or drink (including juice) to the exam room

Leaving the Examination Room Policy

> ▶ This policy is kept on file by the Exams Officer. Its purpose is to define when time taken for short breaks will be compensated, and when it will not.
> ▶ Candidates who are allowed to leave the examination room temporarily will be accompanied by a member of centre staff (who will not be a subject expert for the examination in question)
> ▶ Candidates are made aware of this policy in the Candidate Exam Handbook, which is issued to every candidate when entries are made.

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/access arrangement candidates)
▶ Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that this must be 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
▶ Ensures grounds or centre maintenance work does not disturb exam candidates in exam rooms
▶ Ensures fire alarm testing does not take place during exam sessions

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

> ► A copy of the Evacuation Notice is issued to all candidates with the Candidate Exam Handbook (published on the website)
> ► A copy of the Evacuation Notice is clearly displayed in all exam rooms

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

Candidates

► Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
► If a candidate chooses to finish the exam early and leave the room (supervised) they will not be allowed back in to the room to continue the exam. They must remain under supervision in another area until at least one hour after the published start time of their examination

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 in exam rooms procedure

> ► Where a candidate is being disruptive, the invigilator must warn the candidate that he/she/they may be removed from the examination room.
> ► The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.
> ► The invigilator must record what has happened on the Exam Room Incident Log
> ► The head of centre or any member of the Senior Leadership Team has the authority to remove a candidate from the examination room, but will only do so if the candidate would disrupt others by remaining in the room

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

Senior leaders

▶ Provide signed evidence to support eligible applications for special consideration

Exams officer

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

Special consideration policy

> ▶ Special consideration is a post-examination adjustment to a candidate's mark or grade to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment, which has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his/her/their normal level of attainment in an assessment
> ▶ Only minor adjustments can be made to the mark awarded because to do more than this would jeopardize the standard of the examination
> ▶ The Special Consideration policy is kept in the Exam Policies file and is available from the Exams Officer

Candidates

▶ Provide appropriate evidence to support special consideration applications, where required

Unauthorised items

Arrangements for unauthorised items taken into the exam room

> ▶ Candidates must store their mobile phones and wrist watches in their group room safe before making their way to the exam room. If a candidate brings any unauthorised items in to the exam room then all such items must be handed to the invigilator before the exam starts
> ▶ Off-site / transfer candidates will be asked to hand in their bags and personal belongings (including mobile phones and wrist watches and any other unauthorised items) to the Exams Officer before being escorted to the exam room

> ▶ Failure to comply with these arrangements will lead to the submission of a malpractice report to the awarding body

Invigilators

- ▶ Are informed of the arrangements through training

Internal exams

Internal exams are conducted under formal exam conditions. Therefore, all of the policies and procedures required in the administration of exams also apply to internal exams.

Exams officer

- ▶ Briefs invigilators on conducting internal exams
- ▶ Returns candidate scripts to teaching staff for marking
- ▶ Keeps a record of any access arrangements that have been used and passes this to the SENDCo as evidence

Invigilators

- ▶ Conduct internal exams as briefed by the Exams Officer

3.5   Results and post-results: roles and responsibilities

Internal assessment

Senior leaders

- ▶ Ensure 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
- ▶ Ensure work is returned to candidates or disposed of according to the requirements

Managing results day

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 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 (a results day programme) are in place

Results day programme (summer series)

For the summer exams candidates will be notified in writing (before the end of the summer term) of the August date for collecting exam results from school.

- ▶ The letter will contain details of the times to collect results, how to request results by post, and how to arrange for someone else to collect results if the candidate is unavailable. Information about Post Results Services is also included.
- ▶ At this stage the results are provisional – they only become final once the all Reviews of Results have been processed
- ▶ Uncollected results will be posted out first class by 4 pm on results day. However, if a candidate is required to provide evidence of results for a college place we strongly recommend collecting results on the day.

Site staff

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

Accessing results

Head of centre

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

Exams 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
- ▶ 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 (see also above *Briefing candidates* and *Access to scripts, Reviews of Results and Appeals Procedures*)
- ▶ Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- ▶ Provides a process to record requests for services and to collect candidate informed consent (after the publication of results)
- ▶ 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 so that the EO can gain relevant candidate informed consent

Candidates

- ▶ Meet internal deadlines to request the services
- ▶ Provide informed consent (this may be done via the student email address)

Analysis of results

Headteacher

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

Certificates

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

Certificate Issue Procedure

Certificates from all exams taken will be collated, checked, recorded and stored by the Exams Officer. A record will be kept for six years.

- ▶ Between November and December certificates will be issued to candidates who are no longer attending the centre. Certificates for candidates who are continuing at the centre will be stored until certificates for all their exams are available
- ▶ A letter is issued to candidates who have left the centre, requesting them to collect and sign for their certificates (within a three-week period) or to confirm the address to which certificates should be posted (using a signed for service)
- ▶ The letter also includes details of how to arrange for certificates to be collected on a candidate's behalf if unable to personally attend the centre
- ▶ Candidates are requested to immediately check their certificates carefully and inform the Exams Officer of any errors

> ► Candidates are advised to retain their certificates as they will be required for college/job applications
> ► Candidates are advised that it is their responsibility to contact the awarding bodies for replacement certificates (should the candidate lose or damage their originals). Ethos College cannot do this on a candidate's behalf and the candidate will be responsible for any costs incurred

Candidates

► May arrange for certificates to be collected on their behalf by providing the Exams Officer with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates

Certificate Retention Policy

> ► Unclaimed certificates may be confidentially destroyed after a period of 12 months from the final date specified for collection of certificates
> ► After this period candidates must contact the awarding bodies for replacement certificates. Candidates will need to pay for replacements
> ► A record of destroyed certificates will be kept for six years

3.6   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

3.7   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 exam archiving policy that identifies information held, retention period and method of disposal

Exams archiving policy

The purpose of this policy is to:

> ► identify exams-related information/records held by the Exams Officer
> ► identify the retention period
> ► determine the action required at the end of the retention period and the method of disposal