Exams policy
2026-27

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
E Herbert	
Date of next review	November 2027

Key staff involved in the exams policy

Role	Name(s)
Head of centre	Fiona Laywood - Principal

Exams officer line manager (Senior Leader)	Edward Herbert – Vice Principal
Exams officers	Adrene Henley
Exam Assistant	Balbir Dhillon
SENCo	Sarah Farn / Fiona Oliver
SEN Assessor	Enid Ibrahim
Level 3 TAs (Exams)	Louise Orton Enid Ibrahim
SLT member(s)	Thomas Dowsing – Vice Principal
	Anne-Marie Fenton - Vice - Principal
	Jasbir Singh – Director of Behaviour
	James Southall – Assistant Principal
	Kimberley Watts – Assistant Principal
	Ben Connell - Assistant Principal
	Asha Vivekanand – Assistant Principal

Exams Policy template

Contents

Key staff involved in the exams policy 2
Purpose of the policy 6
Roles and responsibilities overview 6
Head of centre declaration 6
Exam contingency plan 7
Internal appeals procedures 7
Disability policy 8
Complaints and appeals procedure 8
Child protection/safeguarding policy 8
Data protection policy..... 8
Access arrangements policy 8
The exam cycle 11
Planning: roles and responsibilities 11
Information sharing 11
Information gathering 11
Access arrangements 11
Word processor policy (exams) 12
Separate invigilation within the centre policy 12
Internal assessment and endorsements 13
Non-examination assessment policy 13
Invigilation 14
Entries: roles and responsibilities 14
Estimated entries 14
Estimated entries collection and submission procedure 14
Final entries 15
Final entries collection and submission procedure 15
Entry fees 15
Late entries..... 15
Re-sit entries 15
Private candidates 15
Candidate statements of entry 15
Pre-exams: roles and responsibilities 16
Access arrangements 16
Briefing candidates 16
Access to scripts, reviews of results and appeals procedures 16
Dispatch of exam scripts..... 16
Estimated grades..... 17

Internal assessment and endorsements 17
Invigilation 17
JCQ Centre Inspections..... 18
Seating and identifying candidates in exam rooms 18
Verifying candidate identity procedure 18
Security of exam materials 18
Timetabling and rooming 19
Overnight supervision arrangements policy 19
Alternative site arrangements 19
Centre consortium arrangements 19
Transferred candidate arrangements 20
Internal exams 20
Exam time: roles and responsibilities 20
Access arrangements 20
Candidate absence 20
Candidate absence policy 20
Candidate behaviour 21
Candidate belongings 21
Candidate late arrival 21
Candidate late arrival policy 21
Conducting exams 21
Dispatch of exam scripts..... 21
Exam papers and materials 21
Exam rooms 22
Food and drink in exam rooms policy 22
Policy on candidates leaving the exam room temporarily 22
Emergency evacuation policy 23
Irregularities 23
Managing behaviour in exam rooms procedure..... 23
Malpractice 23
Special consideration 23
Special consideration policy 24
Unauthorised materials 24
Arrangements for unauthorised materials taken into the exam room 24
Internal exams 24
Results and post-results: roles and responsibilities 24
Internal assessment 24
Managing results day(s) 24
Results day programme 25
Accessing results..... 25
Post-results services 25
Analysis of results..... 26

Certificates 26
Issue of certificates procedure 26
Retention of certificates policy 26
Exams review: roles and responsibilities 26
Retention of records: roles and responsibilities 26
Exams archiving policy 27
Appendices

Purpose of the policy

Babington Academy 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
- 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 to all relevant centre staff.

Hard copies of this policy will be held by the Exams Officer and also in the admin room with all other centre devised policies. Electronic copies of this policy will be put on the staff drive and an email will be sent to all relevant staff whenever the policy is updated to inform staff of their responsibility to familiarise themselves with the latest policies. A further electronic copy of the policy will be put on the school website and a newsletter will be sent to parents whenever a policy is updated/amended

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 (AARA)
  - 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 (administered on behalf of the JCQ member awarding bodies by OCR ocr.org.uk/administration/stage-1-preparation/ncn-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

Signed copy kept in the Examination Office.

- Enables the relevant senior leader(s), the examinations officer and the SENCo 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 SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO.
- Makes sure 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 2-4 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
- 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

Exam contingency plan

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)

Internal appeals procedures.

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

Disability policy

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

Paper copy retained in the Exams Office.
Electronic copy available to staff on Examination Policy 2026-27

Available to candidates and parents/carer(s) on the Academy website.

Complaints and appeals procedure

 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

Paper copy retained in the Exams Office. Electronic copy available to staff on LWLAT Complaints Policy Available to candidates and parents/carer(s) on the Academy website. A copy is posted to students with their examination entry statements.

Child protection/safeguarding policy

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

Paper copy retained in the Exams Office. Electronic copy available to staff on the Childprotection and Safeguarding Policy

Data protection policy

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

Paper copy retained in the Exams Office. Electronic copy available to staff on the LWLAT Data Protection Policy Available to candidates and parents/carer(s) on the Academy website. A copy is posted to students with their examination entry statements.

Access arrangements policy

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

Paper copy retained in the Exams Office. Electronic copy available to staff on the Access Arrangement Policy

- 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

Staff surveyed annually and record retained in the Examinations Office. The exams officer will inform the awarding bodies, before the associated entries are submitted, of any members of centre staff who are teaching and/or preparing members of their family for examinations and assessments. Awarding bodies will also be informed where children of exams office staff are being entered for examinations and assessments. In addition where a relative of the candidate is employed at Babington Academy, the head of centre will ensure that during the examination series, the candidate's relative does not have unaccompanied access to examination materials. If the relative in question is the centre's exams officer, appropriate arrangements will be made to ensure that another person is present for all of the administrative arrangements relating to the candidate's examinations.

- 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)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Works with the SENCo 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 in Examinations and Assessments

- Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
- A guide to the special consideration process

Special educational needs co-ordinator (SENCo)

- 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')
- 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.

Subject Leaders (SL)

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

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.

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, AARA, SMEA, 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 have 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
- Request for any secure information from Exam Boards will need to be authorised by SLT and signed for before being distributed.

Information gathering

Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Collects information on internal exams to enable preparation for and conduct of non-examination assessments.

Subject Leads

- Respond (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 SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

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 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 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
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments and an Access Arrangements Policy,

Word processor policy (exams)

Paper copy retained in the Exams Office.
Word Processor Statement – See appendix 3
Electronic copy available to staff on the O:\Staff\Exams\Policy Docs 25-26
Available to candidates and parents/carer(s) on the Academy website.

Separate invigilation within the centre policy

 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 Appendix 2

Senior Leaders, Subject Leads, Teaching staff

- Support the SENCo 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

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 GCE and GCSE qualifications which include components of non-examination assessment

Non-examination assessment policy

Paper copy retained in the Exams Office.
Electronic copy available to staff on the O:\Staff\Exams\Policy Docs 25-26
Available to candidates and parents/carer(s) on the Academy website.

- 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 (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Subject Lead

- Ensures teaching staff delivering any, OCR Cambridge Nationals or Entry Level Certificate 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 nonexamination 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 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 (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
- 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 Leads in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

	In September Subject Leads inform the EO of examination boards, season, syllabus and course codes for any examinations for which they intend to enter candidates in the forthcoming academic year.
	The EO will liaise with the Subject Leads for examination entries.
	Subject Leads are responsible for checking entry lists and confirming entry details e.g. examination board, syllabus codes etc.

- 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 Head of department

Subject Leads

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

See Examinations Entry Policy O:\Staff\Exams\Policy Docs 25-26

Subject Leads

- 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 o changes to candidate personal details o amendments to existing entries o withdrawals of existing entries
- Check final entry submission information provided by the EO and confirm information is correct

Entry fees

See Examination Entry Policy O:\Staff\Exams\Policy Docs 25-26

Late entries

Exams officer

- Has clear entry procedures in place to minimise the risk of late entries and is fully aware of examination entry deadlines.

Subject Leads

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

Re-sit entries

See Examinations Entry Policy O:\Staff\Exams\Policy Docs 25-26

Candidate statements of entry

Exams officer

- Provides candidates with statements of entry for checking Teaching staff
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO

Candidates

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

Pre-exams: roles and responsibilities

Access arrangements

SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access 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 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 o arriving late for an exam o absence or illness during exams
    - what equipment is/is not provided by the centre o food and drink in exam rooms o wrist watches in exam rooms o when and how results will be issued and the staff that will be available o the post-results services and how the centre deals with requests from candidates o when and how certificates will be issued

Access to scripts, reviews of results and appeals procedures

See Appendix 4 Complaints and appeals (including Internal Appeals) Policy O:\Staff\Exams\Policy Docs 25-26

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 Leads

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

Internal assessment and endorsements

Head of centre

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

SENCo

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

Subject Leads

- 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
- Submit marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keep a record to track what has been sent
- Log moderated samples returned to the centre
- Ensure teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work Candidates
- Authenticate their work as required by the awarding body

Invigilation

Exams officer

- Provides an annually 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
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates SENCo
- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates

Invigilators

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

JCQ Centre Inspections

Exams officer or Senior leader

- Will accompany the Inspector throughout a visit

SENCo or relevant Senior leader (in the absence of the SENCo)

- 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

See Appendix 1

- 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 papers are stored in timetable order in the examination paper secure cupboard.
- 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 all

Office Manager

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

Teaching staff

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

Timetabling and rooming

Exams officer

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

Overnight supervision arrangements policy

See Appendix 1

- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates

SENCo

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

Site staff

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

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

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 Lead

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

SENCo

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

Teaching staff

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

Exam time: roles and responsibilities

Access arrangements

Exams officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams o 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

See Appendix 1

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. (pg.23)

Candidate belongings

See Unauthorised materials below. (Appendix 3)

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

See Appendix 1

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 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

- Where CCTV is available in an examination room, ensures that it is not viewed during an examination unless to review a serious incident, as designated by the Head of Centre, and is never viewed or used as a means of invigilation of an examination.

Food and drink in exam rooms policy

See Appendix 3

Policy on candidates leaving the exam room temporarily

See Appendix 3

Exams officer

- Ensures exam rooms are set up and conducted as required in the regulations.
- Provides invigilators with appropriate resources to effectively conduct exams.
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that 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.

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 Examination evacuation Plan

Site staff

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

Invigilators

- Conduct exams in every exam room according to JCQ Instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions.

Candidates

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

<u>Irregularities</u>

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

See Appendix 3

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

See Appendix 4

Candidates

Provide appropriate evidence to support special consideration requests, where required

Unauthorised Materials

Arrangement for unauthorised materials taken into the exam room

See Appendix 3

Invigilators

- Are informed of the arrangements through training

Internal Exams

Exams officer

- Briefs invigilators on conducting internal examinations
- Returns candidates scripts to teaching staff for marking

Invigilators

- Conduct internal examinations as briefed by the Examination Officer.

Results and post results: roles and responsibilities

Internal Assessment

Subject Lead

- 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.
- Ensure 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

See Appendix 4 Complaints and Appeals (including Internal Appeals) Policy placed on website for candidates or parents/carer(s) Candidates are informed of the above by letter before their first examination.

Site staff

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

Assessing 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.
- 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 Manager

- 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

See Appendix 4

Candidates

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

Retention of certificates policy

See Appendix 4

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

Exams archiving policy

Paper copy retained in the Exams Office. Available electronically on O:\Sstaff\exams\ Policy Docs 25-26

Appendix 1

Overnight Supervision

Overnight supervision arrangements will only be applied as a last resort when all other options have been exhausted.

Criteria applied when considering overnight supervision;

When candidates are entered for multiple examinations (three or more) timetabled for the same day and the total duration for these papers is:

- More than five and a half hours, including approved extra time allowances and/or supervised rest breaks.

The Academy may decide to allow the candidate to take an examination the following morning. Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable and must take the examination on the next day, including Saturdays.

If this is identified as the only means by which the candidate may complete the examination the Academy will make arrangements for the candidate to be supervised at all times. This will mean that the candidate will not be

allowed to meet or communicate with anyone who may have knowledge of the content of the examination. This will also include access to any form of communication/ storage device including:

- Telephone (both mobile and landline.)
- Email, Internet and social media.
- Television and radio.

Verifying Candidate identity

Candidate's identities will be verified by the senior member of centre staff authorised by the Head of Centre to assist with starting the exam. The attendance register will be completed at the same time.

A private/external or transferred candidate who is not known to the Academy will be asked to show photographic documentary evidence to prove he//she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence.

Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate will be asked to accompany a member of staff of the same gender and will be politely asked to remove the religious clothing for identification.

Candidates will be informed of this procedure in advance and well before their first examination.

Candidate Absence

If a candidate is absent from an examination the Exams Officer will contact (or arrange contact through the Attendance team with) the candidates home to ascertain the reason for absence.

If the candidate is unwell but could sit the exam he/she will be encouraged to arrive as soon as possible and the Exams Officer will make any necessary arrangements to enable the candidate to sit the exam.

If the candidate is unwell and unable to attend the exam, he/she will be asked to provide medical evidence to support the absence and the Exams Officer will apply for special consideration due to the mitigating circumstances.

If the candidate is absent due to very recent bereavement, accident or domestic crisis the Exams Officer will apply for special consideration due to the mitigating circumstances.

If the candidate is just late for the exam he/she will be advised to arrive as soon as possible and will be allowed to sit the examination.

If the candidate is absent from the exam but does not have an acceptable reason he/she may be charged the cost of the exam entry.

Late/Very Late Arrival Policy

A candidate who arrives after the start of the examination will be allowed to enter the examination room and sit the examination. The candidate will be allowed the full time for the examination.

A candidate who arrives more than an hour after the published starting time for the examination which lasts one hour or more will be considered to be very late, i.e.: after 10am for a morning examination or after 2.30pm for an afternoon examination.

After the published finishing time for an examination that lasts less than one hour.

If a candidate arrives very late for an examination the examinations officer will inform the candidate that the awarding body may not accept their script.

The centre will send the candidate's script to the awarding body /examiner in the usual way. The centre will report the very late arrival to the awarding body with the reasons given by the candidate for the very late arrival.

The awarding body will decide whether or not to accept the script.

Appendix 2

Alternative Rooming

This arrangement is an arrangement within the centre where there may be a need for a candidate with an established difficulty to take an exam in a separate room on a 1:1 basis with an invigilator.

The need for the arrangement is determined by the SENCo, in conjunction with other relevant staff in the centre. The decision if a candidate is entitled to the arrangement is the responsibility of the SENCo.

The SENCo will base his/her decision on the following criteria:

- The candidate's difficulties are established within the centre and known to a Form Tutor, their Head of Year or Assistant Head of Year, the SENCo or a senior member of staff with pastoral responsibilities.
- Separate invigilation reflects the candidate's normal way of working in internal school tests and mock exams as a consequence of a long term medical condition or long term social, mental or emotional needs.
- The candidate is at a substantial disadvantage as a consequence of persistent and significant difficulties when compared with other candidates undertaking the assessment and it would be reasonable in all the circumstances to provide the arrangement.

Separate Rooming

Separate rooming is an arrangement within the centre. Where a candidate simply panics on the day of an examination or becomes anxious, then he/she should not be offered separate invigilation (as this is a pre-determined access arrangement), but be seated more appropriately within a main examination room or a smaller room (as in a room with a smaller number of candidates), subject to the available facilities in the centre.

Word Processor

Centres are allowed to provide a word processor with the spelling and grammar check facility/predictive text disabled (switched off) to a candidate where it is their normal way of working within the centre.

The arrangement will be determined by the SENCo who will use the following criteria in making his/her decision:

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

Appendix 3

Food and Drink in the exam rooms

Food is not allowed in the exam room.

Juice and fizzy drinks are not allowed in the exam room.
Bottles of water with the labels removed will be available for candidates on request.

Candidates leaving the exam room temporarily

Candidates may be allowed to leave the exam room temporarily if, for example, they feel unwell or have a toilet pass.
The candidate will be accompanied by a member of Centre staff, usually an exam invigilator.
The candidate may be allowed extra time at the discretion of the Centre for their temporary absence.

Managing behaviour in the exam room

Where a candidate is being disruptive, the invigilator will warn the candidate that he/she may be removed from the exam room. The candidate will also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.

The invigilator will record the incident and if necessary will send for the examinations officer.

If the candidate continues to disrupt the exam the Head of Centre may authorise his/her removal from the exam room. This will only be the case where the candidate would disrupt others by remaining in the exam room.

Unauthorised Materials

Before entering the exam room candidates will be asked to switch off and hand in their mobile phones and/or any other potential electronic/web enabled sources of information such as MP3/4 players, Air pods, earphones or earbuds, smartwatches. Analogue watches and smart glasses. These are put into a numbered bag and the candidate is given the corresponding number card. They are then placed into plastic boxes and kept securely at the front of the exam room until the end of the examination.

Alternatively, candidate may put any unauthorised items – turned off - into their school bags, which will remain on the near side of the Sports Hall or the far side of the gym and will not be considered to be in the examination room. Students will not have access to these bags until they are instructed to collect them at the end of the examination.

Before the examination starts the invigilator will remind candidates that they must hand in any notes/revision guides or any other unauthorised materials. These will be kept at the front of the room out of the candidates reach.
The invigilator will also remind candidates to remove wrist watches and place them in a secure bag with their phones.

For examinations where calculators are allowed, candidates will be provided with calculators by the centre. These will not be smart devices that require to be switched to exam-mode. Candidates will not be allowed to use their own candidates. They will be required to check that the calculator that is provided by the centre for the exam has a clear memory before the examination starts.

Any occurrence where candidates refuse to comply with the exam rules will be reported to the awarding body(s) and may result in disqualification.

Appendix 4

Special consideration.

Special consideration is a post-consideration adjustment to a candidates 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.

Candidates will be eligible for special consideration if they have been fully prepared and have covered the whole but performance in the examination, or in the production of coursework or non-examination material, is affected by adverse circumstances beyond their control.

These include:

- temporary illness or accident/injury at the time of the assessment;
- bereavement at the time of the assessment (where whole groups are affected, normally only those most closely involved will be eligible;
- Domestic crisis at the time of the assessment;
- Serious disturbance during an examination, particularly where recorded material is being used;
- Accidental events at the time of the assessment such as being given the wrong examination paper, being given a defective paper or CD, failure of practical equipment, failure of materials to arrive on time;
- Participation in sporting events, training camps or other events at an international level at the time of the assessment, e.g. representing their country at an international level in football or hockey;
- Failure by the centre to implement previously approved access arrangements for that specific examination series.

When candidates have been fully prepared for the specification but the wrong texts have been chosen, special consideration may be given at the discretion of the awarding body.

Results Day programme

Candidates will be fully briefed about the procedures for results day before their first examination.

Candidates will be advised by letter of the date and time to collect their results and the appeals and complaints process.

Results are collected from the Academy between the hours of 9am and 11am.

Candidates who wish someone else to collect their results must provide a letter of authorisation. The person collecting the results should bring some form of ID e.g. passport or driver's licence. Any results uncollected at the end of the day will be posted to the candidate's home address.

Senior and subject staff as well as the Examinations Officer will be available on the day to discuss the candidate's results with the candidates and to identify where the academy can support appeals against grades awarded. (See Access to scripts, reviews of results and appeals procedure)

As a preparation for this the academy will hold a mock results day in December of the academic year that candidates will taking their examinations so that the candidates know what to expect.

Access to scripts, reviews of results and appeals procedure.

All post-results service requests must be made through the centre.

Candidates are informed of this procedure before their first exam takes place.

A candidate wishing to enquire or appeal a result should speak to the exams officer as soon as possible, preferably on the day they receive their results.

The exams officer will ensure that the candidate has provided written consent for clerical re-checks, reviews of marking and access to scripts (Application for Enquiries about Results (EARS) & Access to Scripts (ATS)

The exams officer will:

- Submit EAR requests electronically in accordance with the JCQ publication Post Results Services.
- Submit requests for appeals in accordance with the JCQ publication A Guide to the awarding bodies' appeals processes
- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made know to candidates.

Where a candidate disagrees with a centre decision not to support a clerical re-check, review of marking, review of moderation or an appeal please see the Internal Appeals Procedure (Academy website)

Issue of Certificates procedure

The Office Manager logs the certificates and keeps them a secure cupboard in the main office.

Candidates receive a letter informing them of when and how they can collect their certificates.

Candidates sign the log to acknowledge receipt of the certificates.

Retention of Certificates

Uncollected certificates are retained by the centre for one year and then are destroyed by in a confidential manner

A record will be kept of the candidates name, the awarding body and the qualification(s) and the examination series and the date on which they are destroyed for four years from the date of their destruction.