



St Augustine's CE High School

Exams Policy 2024/25

St Augustine's Federated Schools have consciously considered how this policy may affect people who share protected characteristics and have due regard for those whose identity is protected under the Equality Act 2010.

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Key Staff involved in the Exams Policy

Role	Name(s)
Head of Centre	Mr Eugene Moriarty
Exam Officer Line Manager	Mr Dan Cunningham (Deputy Headteacher)
Data & Exam Manager	Ms Amanda Charles
SENCO and Lead for Access Arrangements	Ms. Semic/Ms Aga Kaliszek
Senior Leadership Team	Ms Rachel Kelly (Head of School) Mr Dan Cunningham (Deputy Headteacher) Mr Nicholas Metcalfe (Deputy Headteacher) Ms Jo Khawam (Assistant Headteacher) Ms Micky Tumber (Assistant Headteacher) Ms Emma Carney (Assistant Headteacher) Mrs Sara Hunt (Business Manager)

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 are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- 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. A copy of St Augustine's School Exam Policy is available on the school website for staff, parents and students to access: www.stahigh.org

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.

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

- Respond to the National Centre Number (NCN) Register annual update by the end of October in each academic year, confirming they are aware of and adhering to the latest versions of JCQ regulations applicable to examinations sat in that academic year.
- Must be familiar with the entire contents of the JCQ 'Instructions for conducting examinations' and 'General regulations for approved centres'.

- Take all reasonable steps to maintain the integrity of the examinations/assessments.
- Deliver qualifications as required by the awarding body, in accordance with relevant equality legislation.
- Advise on appeals and review of results (RoR).
- Report all suspicious or actual incidents - Refer to the Joint Council for Qualifications (JCQ) document Suspected Malpractice in Examinations and Assessment
 - General Regulations for Approved Centres (GR)
 - 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 (GR)
- 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

Senior Leadership Team (SLT)

- Must be familiar with the entire contents of the JCQ 'Instructions for conducting examinations.
- Must be familiar with the entire contents of the JCQ 'General regulations for approved centres.
- Undertake annual training as provided by the Exams Officer to keep abreast of annual changes to all JCQ regulations.

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.
- Ensures that candidates and their parents are informed of and understand those aspects of the examination timetable that will affect them.
- Consults with teaching staff to ensure that necessary non-examination assessment (NEA) is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Receives, checks and stores securely all examination papers and completed scripts.
- Administers Access Arrangements and Special Considerations regulations
- Identifies and manages examination timetable clashes.
- Accounts for income and expenditures relating to all examination costs/charges.
- Organises the recruitment, training and monitoring of a team of examination invigilators responsible for the conduct of examinations.
- A record of Invigilator training must be kept on record and be available for inspection
- Prepares and presents reports to the SLT showing results, submits electronically candidates NEA marks, tracks dispatch and distributes returned NEA to departments and any other material required by the appropriate Awarding Bodies.

- Arranges for dissemination of examination results and certificates to candidates and processes, in consultation with the SLT, any appeals/review of results (RoR) requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations.
- To ensure candidates are issued with JCQ information for candidates/NEA
- To run year group assemblies before the examination series to re enforce what candidates must and must not do in the examination room

Heads of Department

- Guidance and academic oversight of candidates who are unsure about examination entries or amendments to entries.
- Involvement in post-result procedures.
- Accurate completion of non-examination assessment (NEA) mark sheets and declaration sheets.
- Accurate completion of entry and all other mark sheets and adherence to deadline as set by the Examinations Officer.

SENCO

- Notification of Access Arrangements.
- Identification and testing of candidate's requirement for Access Arrangements.
- Provision of additional support – with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of a foreign language, IT equipment – to help candidates achieve their course aims.

Invigilators

- Supervision of examinations according to JCQ guidelines.
- Distribution of examination papers and other material from the examinations office before the start of the examination.
- Collection of all examination papers in the correct order at the end of the examination and their return to the examinations office.
- Preparation of papers for despatch by the Exams Officer

Candidates

- Being aware of and understanding examination and non-examination assessment (NEA) regulations and signing a declaration that authenticates the non-examination assessment as their own.

Administrative Staff

- An 'Exam Contingency' Officer
- Support for the input of data.
- Posting of examination papers.

Main Reception Staff

- Support the EO in the receipt and dispatch and 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

Site Staff

- Support the EO in receipt and dispatch of confidential exams material and relevant matters relating to exam rooms and resources

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

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 or 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 (EO) and the SENCO/Access Arrangements Lead 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/Access Arrangements Lead who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures that the SENCO has sufficient time to both manage the access arrangements process within the centre and familiarise themselves with the JCQ publication Access Arrangements and Reasonable Adjustments
- Ensures 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

Internal governance arrangements

Name of SLT member with delegated responsibility for running exams:

- **Ms. Rachel Kelly/Mr. Nick Metcalfe/Mr Dan Cunningham**

In the event that the Head of Centre, or a member of the senior leadership team with oversight of examination administration, be absent, internal arrangements for examinations would fall to both deputies 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. They will also ensure centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO and make 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.

Escalation Process Purpose of the process

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent. In the event of the absence of the head of centre, (Eugene Moriarty), the member of SLT with oversight for examinations (Daniel Cunningham, Deputy Headteacher and Rachel Kelly) will assume the role of head of centre. These members of staff would in turn be responsible for implementing JCQ regulations and requirements relating to activity prior to examinations. This member of staff will provide support and guidance to the Examinations Officer and ensure that the integrity and security of the examinations and assessments is maintained throughout the examination series. Additionally, all of SLT will be appropriately trained, and to support their understanding of the regulations and requirements, the following JCQ publications will be read and understood:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice – Policies and Procedures

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

Public liability

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 key holders)
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- 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)

Links with other policies/Guidance

The following policies are available via the school website or direct from the school upon request:

- Exam Contingency Plan
- Equalities Policy
- Child Protection/Safeguarding Policy
- Data Protection Policy
- Access Arrangements Policy

- Escalation Policy
- Word Processor Policy
- Separate Invigilation Policy
- Access Arrangements
- Special Consideration Policy

Conflicts of interest

It is the responsibility of the Head of Centre to ensure that conflicts of interest are managed by informing the awarding bodies, before the published deadline for entries for each examination series of:

- 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 candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate

Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where

- a member of exams office staff have a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
- a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
- a member of centre staff is taking a qualification at another centre
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do not forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel

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 his/her tour of the premises, including inspection of the centre's secure storage facility

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

Planning (roles and responsibilities)

Information Sharing

Head of Centre

- Directs relevant centre staff to annually updated JCQ publications

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

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 exam plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of (insert the titles these internal exams are referred to in the centre)

Senior leaders

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

Access arrangements

Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for 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/Access Arrangements Lead is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

Access Arrangements Lead/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 (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 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

Head of Centre

- **Controlled assessments, 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 (including where relevant, private candidates)
- 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 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.

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised A-level qualifications WJEC GCE legacy A-level Health & Social Care) follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensure teaching staff delivering GCE & 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, ensure teaching staff follow appropriate instructions issued by the awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ Information for candidate's documents that are annually updated

Invigilation

Invigilation Arrangements and Examination Rooms (ICE Section 12)

It is the responsibility of the Head of Centre to ensure that invigilators are appropriately trained in their duties. Managing Invigilators:

- Invigilators
- ensure all candidates have an equal opportunity to demonstrate their abilities
- ensure the security of the materials before, during and after the examination
- prevent possible candidate malpractice
- prevent possible administrative failures
- Centres must make sure that invigilators know what is expected of them. They must be made aware of the "Checklist for invigilators for written examinations".
- Centres must provide thorough training on these current regulations and any changes for any new invigilators and those facilitating an access arrangement. Centres must ensure that the testing of invigilators competence and their understanding is rigorous.
- Invigilators, employed by the school, will be used for examination supervision. They will be used for most mock and all public examinations. Invigilators are to be fully trained in the regulations set out by JCQ. Invigilator training is the responsibility of the Examination Officer.
- The recruitment of invigilators is the responsibility of the Data & Examinations Officer.
- Invigilators are timetabled and briefed by the Examinations Officer.
- Invigilator's rates of pay are set by the school.
- Examination Rooms
- The Examinations Officer will book all examination rooms after liaison with other users and make the question papers, other examination stationery and materials available for the invigilator(s).
- Site Management is responsible for setting up the allocated rooms.
- Normally, the Examination Officer will start all examinations in accordance with JCQ guidelines.

Senior Leadership members must not provide advice and guidance with regard to the completion of the examinations. They must not comment on the question paper or advise on which questions should be attempted. In practical examinations, subject teachers may be on hand in case of any technical difficulties. Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Papers will be distributed to Heads of Department not earlier than twenty-four hours after the examination session.

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 made aware of the access arrangement(s) awarded (ensuring 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

Procedure for verifying the identity of all Candidates (ICE Section 16)

- Procedure for identify all candidates at the time of the examination or assessment (GR 5.9)
- All candidates are to line up in atrium in row order and in order of the seating plan
- The Head of Year is issued with a copy of the seating plan and will identify and register each student according to the seating plan
- The candidates are sent in row by row into the examination room
- Due to invigilating mock exams throughout the year, invigilators are familiar with students.
- In addition to this, each student has a photo card on their lanyard, and there is a photo register which the invigilators can refer to at the front of the exam hall
- Candidates must follow the regulations set out by JCQ (ICE Booklet) whilst they are attending the Centre. These are distributed to the candidates at various points during the academic year. Furthermore, all candidates must follow the school's rules on acceptable dress and behaviour. Behaviour expected from students throughout their exams
- Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave.
- Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. If they do, this must be reported to the relevant awarding body.

- Candidates must not open the question paper until the examination begins. If they do, this must be reported to the relevant awarding body

Question papers, stationery, materials and other equipment (ICE Section 18 pg 39)

Communication devices such as mobile phones, watches (of any kind), iPods and tablets, any kind of listening device, and smart devices of any kind including smart glasses, are strictly forbidden and must not be brought into the examinations room. This also applies to notes of any kind. A breach of this kind has serious consequences for the candidates who will be referred to Awarding Bodies for malpractice.

At the end of the examination candidates must put any loose additional answer sheets in the order they answered the questions and insert them into the answer booklet. They must not remove any paper/s from the exam room.

Candidate's personal belongings remain their own responsibility and the Centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines.

Candidates may leave the examination room for a genuine purpose (e.g. toilet break) requiring an immediate return to the examination room, in which case an invigilator must accompany them and no time will be added for time taken out of the examination room.

Unless a student has a toilet pass, or has a toilet pass in connection with their access arrangement, **use of the toilet will not be permitted in the first and last 30 minutes** of any exam (this does not include extra time). This is to avoid disruption to the students themselves and to their peers.

The Examinations Officer will attempt to contact (via Reception desk) any candidate who is not present at the start of an examination and deal with them in accordance with JCQ guidelines.

Procedure for Late Entry of Candidates to the Examination Room (ICE Section 21)

- Candidates will already have been informed of the various stages of late entry to the examination room during the briefing session before the examination period.
- Any candidate arriving late for an examination must report to the Examinations Officer **BEFORE** going to the examination room to avoid any disruption to that examination.
- The invigilators will be aware of the following procedures for candidates who arrive late.
- A candidate will be considered very late if they arrive more than one hour after the Awarding Body's published starting time for an examination which lasts for more than one hour.
- A candidate who arrives after the start of an examination may be allowed the full time for the examination under appropriate invigilation.
- If a candidate is late for a good reason (a sudden illness or transport difficulties), the board will accept the candidate's paper provided it is satisfied that the security of the examination has been maintained.
- If a candidate is admitted to the examination room within one hour of the start of the examination, but before the scheduled finish time, the candidate must be warned that the Board may not be prepared to accept the paper.

- If a candidate is admitted to the examination room after one hour of the start of the examination, the candidate must be warned that the Board may not be prepared to accept the paper.
- If a candidate arrives after the scheduled finishing time of the examination, the candidate will be recorded as absent and will not be allowed to take the examination. The candidate must be informed that no marks will be awarded for the component.
- If a candidate arrives in the afternoon for a paper which had been arranged for the morning session, the candidate may be allowed to sit the examination at the published time provided the candidate has had no contact with candidates who sat the paper earlier. The awarding body will then decide whether or not to accept the script.
- In all cases of lateness to an examination, the Examinations Officer will complete the necessary forms for appropriate awarding bodies. The invigilators will not need to send away any forms with the scripts.
- Invigilators should read section 12, invigilation arrangements in the JCQ Instructions for conducting examinations.

Emergency Evacuation Procedure for Examinations (ICE Section 25 pg 48)

The invigilator must take the following action in an emergency such as a fire alarm or a bomb alert. All invigilators are to ensure that they complete the 'Invigilators Emergency Evacuation Rota' before each exam session. This is to determine who takes what role if there was an emergency evacuation, ensuring a controlled evacuation.

The following roles are:

- One invigilator to communicate with the students. The examination should be stopped immediately. The students are to be reminded that they are under exam conditions, they are to close their scripts and must stay silent. The scripts are to stay in the exam room. No bags or personal belongings should be taken from the examination room with the candidates.
- One invigilator to make a note of the time the exam was stopped and collect the seating plan/register to be used for roll-call.
- One Invigilator is to lead the candidates out of the exam room. Evacuate row by row. As far as is reasonable, the candidates should be kept in isolation at the rear, either side of the playground depending where the exam room is. Candidates should be kept under strict supervision by the invigilators at all times, ensuring that they do not communicate with one another
- One invigilator is to be the last person in the exam room.
- All other invigilators to stagger their exit and escort the candidates to the playground ensuring the candidates do not talk.
- In order to preserve the integrity of the exam, no unauthorised students/staff are allowed to walk through the hall to exit the building when the room is under exam conditions.
- If it is safe to go back then an Invigilator/Exams Officer needs to be the first person to enter the examination hall before the candidates enter.
- On returning to the examination room, the examination should be restarted. Allow the candidates the full working time set for the examination.
- If appropriate and there are only a few candidates, consider the possibility of taking the candidates (with questions papers and scripts) to another place to finish the examination.

- Log the emergency and make a full report of the incident and of the action taken – this may be required by the Awarding Body.
- Any breach of question paper security or malpractice must be reported to the awarding body immediately.
- Should the Invigilators feel that a particular candidate has been unduly disrupted, then the Examination Officer should be notified in order to apply for special consideration.

Invigilators are also trained to know what to do if the emergency is not related to the fire alarm inadvertently being set off for example, but is caused by the school having to suddenly lockdown.

Entries (roles and responsibilities)

Estimated entries

Exams officer

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

Estimated entries collection and submission procedure

Subject Leaders submit for KS4 and KS5 Course information (subject specifications and codes) to the EO at the beginning of the academic year. The EO then uses this information to identify which subjects will need Estimated Entries submitting online prior to board deadlines.

- 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

Senior leaders

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

Final entries

Exams officer

- Requests final entry information from Subject Leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs Subject Leaders of subsequent deadlines for making changes to final entry information without charge
- Confirms with Subject Leaders final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments

Final entries collection and submission procedure

EO uses the KS4 and KS5 Course information submitted at the beginning of the academic year by Subject Leaders to create exam entry mark sheets in SIMS. EO then completes these mark sheets with the correct information for subjects/qualifications. Final entry sheets are then printed off by the EO and are checked, signed and dated by Subject Leaders to confirm authentication. The EO then submits these entries to awarding bodies.

Senior leaders

- 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
 - amendments to existing entries
 - withdrawals of existing entries
- Check final entry submission information provided by the EO and confirms information is correct

Entry fees

St Augustine's CE High School will pay all normal exam fees on behalf of candidates. Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies. Candidates may be charged for entries if they fail to attend without good reason or if course work is incomplete without good reason.

Late entries

Exams officer

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

Senior leaders

- 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

Re-sit entries

Candidates will be permitted to retake a subject once at the school's discretion. Retake decisions will be made in consultation with the candidates, subject teachers, parents/ carers and Subject Leader. If in subjects where more than one module is retaken then a contribution may be asked for from the student.

The decision to retake at the school's expense will depend on:

- Whether the original mark was within reach of target grade.
- The professional judgement of teacher and Subject Leader.
- The agreement of the Subject Leader.

Other students may retake at their own expense but will be re-imbursed if the target grade is achieved. If this process involves a significant number of students, then the Subject Leader must clarify the situation with the Leadership Team at the earliest opportunity. It will be responsibility of the Subject leader to liaise with the Examination Officer to ensure that all information on retake entries is correct. If any cost to the student is incurred then this will be administered by the Examination Officer / Finance Team.

Private Candidates

St Augustine's CE High School do not accept private candidates. Any enquiries must be raised directly with the Head of Centre.

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

Access Arrangements Lead/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 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/is not provided by the centre
 - food and drink in exam rooms
 - wrist watches in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued

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

Access Arrangements Lead/SENCO

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

Teaching staff

- Support the Access Arrangements Lead/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

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 an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators on any regulation changes
- 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 Access Arrangements Lead/SENCO regarding the facilitation and invigilation of access arrangement candidates

Access Arrangements lead/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

Access Arrangements Lead/SENCO/Senior leader

- 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)

Security of exam materials

Exams officer

Security of Scripts Procedure (ICE Section 1&2)

- All examination papers and packages marked with the 10266-centre number should be signed for.
- A record of receipt should be logged at point of delivery in the 'Examination Delivery log' kept at reception.
- An alternative log is kept in the secure storage should reception be bypassed.
- The Examinations Officer should be notified immediately of any arrival of official examinations material.
- The Examinations Officer will immediately open and check the contents against the despatch notices and inform the respective board of any discrepancies.
- The Examinations Officer will log the arrival of all documents.
- The Examinations Officer will immediately lock away all confidential materials in the strong room, in the appropriate secure filing cabinets in date order, ready for use on the appropriate day. The Examinations Officer will check the papers against the entries to ensure that the correct number has been delivered and take steps to obtain any shortfall.
- Papers for an examination will be kept securely under lock and key until the day and session of the examination.

- 2nd pair of eyes check -The papers will be checked and signed by two people to verify that the papers are correct for the day, subject and time before being removed from the secure storage.
- Papers for satellite rooms will be opened and divided within the secure storage. The papers will be resealed in a bag for distribution.
- Where a question paper needs to be scanned or photocopied, the Exams Officer or a member of staff authorised by the Head of Centre or the Exams Officer, must take the paper in a sealed non-transparent envelope to the printer/scanner. The question paper and the copy must be returned to the secure room where they will be placed into the question paper packet, which must be re-sealed and placed back into the centre's secure storage facility.
- Examination papers will be opened in the examination room by the Exams Officer and distributed by invigilators to the candidates in accordance with JCQ regulations as directed in the "ICE" booklet.
- The candidates will not be allowed to start the examination early without the consent of the Examinations Officer.
- No candidate will leave the examination room before the designated finish time of the examination. In the case of illness, the candidate will be accompanied to another room by an invigilator.
- The integrity of the examination will be preserved at all times, even in the event of an emergency evacuation.
- After the completion of each paper, the candidate's script will be collected by the invigilators in the appropriate manner, checked and packaged in the examinations room and taken to reception to be placed in the secure cupboard ready to be collected and signed for by Parcelforce following the agreed procedures and collection times for completed scripts.
- Should there be any discrepancy or irregularity, the Examinations Officer should be called immediately

Key Holders/Access to Secure Storage (ICE Section 3)

Key Holders to the secure room and/or the secure storage facility (The Exams Officer must be one of the key holders):

1) Exams Officer/ Deputy Headteacher

2) Site Care The locations of the keys are in a coded key safe in the Exams Officer's Office.

Only Key holders are privileged to the combination. The secure storage key holder and access log to be reviewed and signed off annually by the Headteacher. The log will be maintained with a list of current staff who have been granted access to the secure storage facility. A copy can be found on the wall in the secure storage and in the exams red folder. Only those authorised by the Head of Centre and the Exams Officer will be allowed access to the secure storage facility.

Arrangements for handling secure electronic materials (ICE Section 4) Centre Authorisation:

- Electronic question paper materials must only be handled by members of staff authorised to do so by the head of centre.
- The head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.

- At least two and no more than six members of centre staff should be authorised to handle secure electronic materials. One of whom, must be the Exams Officer. This will be the Data & Exams Manager Amanda Charles, Exam Contingency Daniel Cunningham, the Deputy Headteacher and Rachel Kelly, Head of School. Other members of centre staff may assist with printing and collation provided they are under supervision. Secure account management:
- All staff accessing secure assessment material via awarding bodies' online systems must have a device complying with awarding bodies' multi-factor authentication (MFA) requirements.
- Devices used for the purposes of multi-factor authentication (MFA) must never be shared my more than one member of staff.
- Email accounts used for secure material access must belong to named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials.
- Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access. Group email secureexams@stahigh.org
- Files must only be accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials must never be forwarded or shared.
- By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.
- Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly, for example when a member of staff has left the centre or changed roles.
- Accounts must be reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed.
- Secure password management is critical. Passwords used to access secure material must be strong and changed regularly. Passwords must never be written down or shared Accessing and Printing Secure Files:
- The release time for electronic question paper materials will be set by the awarding body. It may be varied by the awarding body to protect the security of the examination.
- The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process.
- The file must be accessed and downloaded only for the use of the candidate(s) who have been entered for the examination.
- The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder.
- Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.
- Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.
- Secure files must be accessed and printed within a secure environment at the centre. Files must not be accessed or printed at alternative locations with the awarding body's prior permission. Only authorised members of staff must be present in the room.

- An awarding body will not vary the release time for a PDF copy of the question paper to accommodate a centre's earlier starting time for the examination.
- Where a candidate is taking an examination earlier than the awarding body's published starting time due to a timetable clash and a PDF copy of the standard question paper is required, the relevant awarding body must be contacted.
- Once printed, question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely ready for transfer to the examination room at the appropriate time, in line with the requirements in section 3, JCQ ICE Booklet.

Timetabling and rooming

Data & Exams Manager & Curriculum Planner

- 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)

Exam Time: roles and responsibilities

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 Access Arrangement lead/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 Access Arrangement lead/SENCO in making appropriate arrangements for access arrangement candidates

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
- 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

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 departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

Exam rooms

Head of centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks

- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

Food and Drink

- Plain water only in a clear plastic bottle, no writing or labels

Food is only permitted if medically necessary e.g., diabetes management.

Leaving the Examination Room

Candidates are not permitted to leave the exam room without the permission of an invigilator. If a candidate needs to leave temporarily (e.g. to use the toilet), they must be escorted by an invigilator and remain under supervision at all times. Candidates will not be allowed to leave the exam room in the final 30 minutes of the examination, except in cases of emergency. Early departure from the exam is not permitted unless authorised by the Exams Officer and in line with JCQ regulations.

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

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)

Special consideration

Should a candidate be too ill to sit an examination, suffer bereavement or other trauma or be taken ill during the examination itself, it is the candidate's responsibility to alert the centre, or the examination invigilator, to that effect. Any special consideration claim must be supported by appropriate evidence within five days of the examination, for example a letter from the candidate's doctor. The Examinations Officer will then complete a special consideration application to the relevant Awarding Body within the application window. All evidence must be signed by a member of the Senior Leadership Team. Late applications for special consideration will only be accepted in exceptional circumstances and evidence must be produced by SLT.

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 for medical documentation (doctor's letter).
- Submits requests to awarding bodies to the external deadline

Unauthorised items

No unauthorised items are allowed into the examination's rooms. There are posters in each room which clearly states what students are allowed to bring in. All students would also have a copy in the candidate handbook.

Results and Post-results: roles and responsibilities

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

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

Site staff

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

Post-results

Results, Review of Results (RoR) and Access to Scripts (ATS) Results Candidates will receive individual result slips on results days in person at the Centre or by post to their home addresses, if they provide an appropriately stamped address standard envelope well in advance of Results Day. Results may be collected on behalf of a candidate by a third party, provided they have been authorised in writing by the end of the summer term to do so. Identification (e.g. passport, driver's licence) will be required.

Arrangements for the school to be open on results day are made by the Head of Centre. All information regarding which staff are available and on what days will be sent in advance of results day to all students. The provision of staff on results days is the responsibility of the Head of Centre. Results will not be communicated to candidates by telephone under any circumstances.

Review of Results (RoR)

RoRs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. If the centre does not support an ROR, a candidate may apply to have an enquiry carried out for a fee. If a candidate requires such an enquiry against the advice of subject staff, they will be charged. (See section 5: Examination fees).

- Students, who wish to have a paper reviewed, will have to pay the school the current fee set using the Awarding Bodies fees document. These charges are accurate at time of publication of this policy but may change according to the Examining Bodies pricing policies.
- To have a paper reviewed, students have to submit the appropriate completed consent form to the Exams Officer, along with payment for the correct fee.
- Students who request a remark must understand that their marks/grades could go DOWN as well as UP.
- Students should be aware that the marks awarded to papers are NOT normally changed, as they have already been marked and checked 3 times. Therefore, there should be a good reason for a review of marking.
- Students and teachers should be aware of the deadlines for particular services, which is the 20th September for non-urgent applications or seven days after results day for urgent

applications, which are available to A Level candidates where a grade change may affect their University place only.

Access to Scripts (ATS)

After the release of results, GCE and GCSE candidates may ask the Examinations Officer to request the return of papers within three days of the results being issued. Candidates and Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates should be obtained. These requests for scripts should be made before the annual deadline according to the appropriate fee and time schedule. Review of results cannot be applied for once an original script has been returned.

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 components/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, 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) 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

Certificates

Certificates are issued to centres by awarding bodies once exam results have been confirmed. These are typically sent to the centre in October or November of the year the exams were taken. Once received and collated, certificates will be prepared for collection. The Exams Manager will notify candidates when certificates are available, usually from January of the following year. The centre will retain uncollected certificates for a minimum of 12 months, after which they will be securely destroyed in accordance with JCQ regulations.

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. Suitable photographic identification (e.g. passport) will be required.