



# Ulverston Victoria High School

## Exams Policy 2025-26

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	

## Key staff involved in the policy

Role	Name(s)
Head of centre	<b>Matthew Hardwick</b>
Senior leader(s)	<b>Lisa Muldoon – Deputy Headteacher, also with responsibility for exams</b>
Exams officer	<b>Lucy Scott</b>
SENCo (or equivalent role)	<b>Naomi Hillman/ Lisa Muldoon (Acting)</b>
Contingency Senior Leader	<b>Andy Nayler</b>
Deputy Exams Officer	<b>Ms Christine Dawson</b>

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## Purpose of the policy

The centre is committed to ensuring that the **examinations/assessments** management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This policy will ensure that:

- all aspects of the centre's process is documented, supporting the **exams centre's** contingency plan, and other relevant exams-related policies **and** procedures **and plans** are signposted and available
- 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 **examination**/assessment system at all times
- exam candidates understand the **exams** process and what is expected of them

This policy is reviewed annually by the Exams Officer and SLT member responsible for exams, 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.

It is the responsibility of everyone involved in the centre's exam processes - staff and students - to read, understand and implement this policy. It is available both as a hard copy in the Exams Office or as an electronic version. The Exams Policy is available on the school website: [Ulverston Victoria High School - Examinations Policies](#)

## Roles and responsibilities overview

(GR 2)

The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and awarding body requirements.

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

**The head of centre must not normally appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles.

The head of centre and/or examinations officer may operate across more than one centre. In such cases the head of centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head of centre must ensure that these arrangements are covered by their examination contingency plan.

### Head of centre responsibilities

(GR 1)

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

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

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies, relating to the administration and conducting of examinations/assessments.

(ICE Introduction) **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the Instructions for conducting examinations document.** Failure to do so may constitute malpractice as defined in the JCQ **document Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025.**

**(GR 5.1)**

**The head of centre must ensure:**

- **compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)**
- **appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. entries, internally assessed marks**
- **all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority.**

**Head of centre**

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ **documents** including:
  - **General Regulations for Approved Centres (GR)**
  - **Instructions for conducting examinations (ICE)**
  - **Access Arrangements and Reasonable Adjustments (AARA)**
  - **Suspected Malpractice - Policies and Procedures (SMPP)**
  - **Instructions for conducting coursework (ICC)**
  - **Instructions for conducting non-examination assessments (NEA)**
  - **A guide to the special consideration process (SC)**
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught, including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- Where/if using a third party to deliver any part of a qualification (including its assessments) at the centre:
  - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements
  - has in place a written agreement with the third party **(unless exclusions apply)** to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
  - ensures that a copy of the written agreement is available for inspection if requested by the awarding body
- Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section)
- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications **(including third party applications)**
- **Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel**

**Resilience and contingency arrangements**

**(GR 3.16-19)**

**The centre must ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering evidence of candidate performance in line with the published guidance.**

**The centre must have an up to date written contingency plan.**

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan must cover the following scenarios:

- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.

As part of their contingency plan, centres must identify an alternative site, if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different Year Groups.

The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related, during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure that candidates' work is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements, which protect candidates' work in the event of IT system corruption and cyber-attacks.

## Cyber security

(GR 3.20-21)

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*  
Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

## Recruitment, selection, training and support

It is the responsibility of the **head of centre** to ensure that **the** centre:

(GR 5.3)

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work

- Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo (or equivalent role) to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations
- Ensures that the SENCo (or equivalent role) understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration, familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering, to ensure they are delivered in line with the relevant regulations.

### External and internal governance arrangements

#### (GR 5.3)

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

#### Escalation Process

The Escalation process (Exams) is available both as a hard copy in the Exams Office or as an electronic version. It is filed alongside the UVHS Contingency Plan. The electronic version is available via the Exams section of the school website using the link: [www.uvhs.uk/exams](http://www.uvhs.uk/exams) - Escalation Policy

- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer, to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Can confirm to an awarding body, the external governance arrangements, so that the awarding body has confidence in the integrity of centre activities, such as the delivery of qualifications and the conducting of examinations and assessments

### Delivery of qualifications

#### (GR 5.3)

- Delivers qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes, but is not limited to, ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject concerned

### Public liability

#### (GR 5.3)

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

### Controlled assessments, coursework and non-examination assessments

#### (GR 5.3)

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or

assessed and quality assured in accordance with the awarding bodies' instructions (This applies to both internal and private candidates)

- Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date.

## Security of assessment materials

### (GR 5.3)

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the security of all assessment materials
  - that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
  - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
  - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
  - access, download, print (where appropriate) and store electronic assessment materials safely and securely, at all times, in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
  - receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

## National Centre Number Register and other information requirements

### (GR 5.3)

- Provides contact details as follows:
  - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
  - a landline telephone number – this must be the number of the main office/ switchboard of the centre
  - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable)  
Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites
  - the name of the head of centre and their email address
  - senior designated contact details (this might include a personal mobile number and/or email address). (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Responds to the National Centre Number Register annual update by the end of October every year
  - informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment, including the signature of the head of centre)
  - informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility. (This must be on centre headed stationery which can be sent as an email attachment)
  - informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status

- responds, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year
- responds to any other reasonable requests made by the National Centre Number Register Team
- (GR 1.9) Understands that this responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
  - the centre status being suspended
  - the centre not being able to submit examination entries
  - the centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre

### Centre inspections

(GR 5.3)

- 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.
- 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 themselves with a formal identity document and must be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

### Policies available for inspection

(GR 5.3)

- Has in place the following policies for inspection that must be reviewed and updated annually:
  - a written child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

#### Child Protection/Safeguarding Policy (Exams)

Relevant UVHS policy can be found on the school website: [Ulverston Victoria High School - Safeguarding Policy \(including Child Protection\)](#)

Including DBS clearance - part of safer recruitment and can be found in this policy

- a written complaints policy

#### Complaints Policy (Exams)

This document is Complaints Procedure Policy

It is available on the school website: [Ulverston Victoria High School - Complaints Procedure](#)

Also relevant is the exams internal appeals procedures, which includes internal assessment decisions, access to post results services and centre decisions relating to access arrangements and special consideration. These are available on the school website under exams policies. (www.uvhs/exams)

Also refer to GR (5.8) Candidate information

- a written conflicts of interest policy

### Conflicts of interest

(GR 5.3)

- \*Conflicts of Interest Policy (Exams)

Conflict of Interest Policy is available both as a hard copy in the Exams Office or as an electronic version. The latter is available via the Exams section of the school website: [Ulverston Victoria High School - Examinations Policies](#)

- a written data protection policy

### Data Protection Policy (Exams)

This policy requirement incorporates the following UVHS policy:

- Data Protection Policy - available on school website: [Ulverston Victoria High School - Data Protection Policy](#)

Consideration may also be given to sharing candidates results and other exams related information with those with parental responsibility and third parties. This is referred to within this policy.

For clarification, at UVHS, the student will receive their exam results first, unless they have given written permission stating otherwise prior to results day.

Also refer to [GR \(5.8\) Candidate information](#)

Consideration may also need to be given to the centre's policy on sharing candidates' results and other exams related information with those with parental responsibility and third parties.

#### Legislation on sharing information

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13. This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

Other legislation and guidance may need to be taken into account, regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:

- Understanding and dealing with issues relating to parental responsibility  
[www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility](http://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility)
- School reports on pupil performance: guidance for headteachers  
[www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers](http://www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers)

#### Publication of exam results

Refer to ICO (Information Commissioner's Office) [Schools, universities and colleges](#) information and [Exam results](#)

- a written equalities policy

### Equalities Policy

This policy requirement incorporates sections from three separate UVHS policies:

- Special Educational Needs and Disabilities (SEND) Policy - (Available on school website: [Ulverston Victoria High School - SEND Policy - Incorporating Post 16 Sixth Form Policy](#))
- Equality and Objectives Policy - (Available on school website: [Ulverston Victoria High School - Equality and Objectives Policy](#))
- Supporting Pupils with Medical Conditions Policy – (Available on school website: [Ulverston Victoria High School - Supporting Children with Medical Conditions Policy](#))

- a written contingency plan which covers all aspects of examination/ assessment administration and delivery.

### Contingency Plan

This document is available both as a hard copy in the Exams Office or as an electronic version. The latter is available via the Exams section of the school website using the link: [Ulverston Victoria High School - Examinations Policies](#)

- a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration.

### Internal Appeals Procedure

Internal Appeals – Access Arrangements & SC Policy

Internal Appeals – Internal assessment decisions

Internal Appeals- Post results services

These documents are available both as a hard copy in the Exams Office or as an electronic version available via the Exams section of the school website using the link: [Ulverston Victoria High School - Examinations Policies](#)

- a written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).

### Malpractice Policy

This document is available both as a hard copy in the Exams Office or as an electronic version. The latter is available via the Exams section of the school website using the link: [Ulverston Victoria High School - Examinations Policies](#)

- a written policy regarding the management of non-examination assessments including controlled assessments and coursework. (For CCEA GCSE centres this would be a written controlled assessments policy).

### Non-examination Assessment (including controlled assessments and coursework) Policy

This document is available both as a hard copy in the Exams Office or as an electronic version. The latter is available via the Exams section of the school website using the link: [Ulverston Victoria High School - Examinations Policies](#)

Also refer to [GR \(5.7\) Centre assessed work](#), [NEA \(1\)](#)

Also refer to the JCQ document [AI Use in Assessments: Protecting the Integrity of Qualifications](#) (<http://www.jcq.org.uk/exams-office/malpractice>)

- a written whistleblowing policy.

## Whistleblowing Policy (Exams)

The School whistleblowing policy is available on the X drive available to all staff, a hard copy is also held in the exams office.

- o a written policy on the use of word processors in examinations.

## Word Processor Policy (Exams)

This document is available both as a hard copy in the Exams Office or as an electronic version. The latter is available via the Exams section of the school website using the link: [Ulverston Victoria High School - Examinations Policies](#)

## Access arrangements and reasonable adjustments

(GR 5.4)

The head of centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid) for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)
- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

## Personal data

(GR 6.6, 6.8)

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data ("Student Materials"). Awarding bodies may use the Student Materials to evaluate candidates' performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

### Exams officer (EO)

- Understands the contents of annually updated JCQ documents including:
  - General Regulations for Approved Centres
  - Instructions for conducting examinations
  - Suspected Malpractice - Policies and Procedures
  - Post-Results Services (PRS)
  - A guide to the special consideration process
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year to confirm the centre's contact details or informs of any changes ((and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period
- Works with the SENCo (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

### Senior leaders

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
  - General Regulations for Approved Centres
  - Instructions for conducting examinations
  - Access Arrangements and Reasonable Adjustments
  - Suspected Malpractice - Policies and Procedures
  - Instructions for conducting coursework
  - Instructions for conducting non-examination assessments
  - A guide to the special consideration process
  - Post-Results Services
- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo (or equivalent role)
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications

- Ensure teaching staff attend relevant awarding body training and update events

### Special educational needs co-ordinator (SENCo) or equivalent role

- Understands the contents, refers to and directs relevant centre staff to annually updated JQC documents 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
- Evidence of the assessor's qualification is obtained and checked against the current requirements (AA7.3) Evidence of a successful completion of a post-graduate course in individual specialist assessment at or equivalent to Level 7 or a printout of a screenshot of HCPC or SASC registration is held on file for inspection purposes to evidence that the assessor is suitably qualified. (AA 7.3, 7.4).
- Presents when requested by a JQC Centre Inspector, evidence of the assessor's qualification (GR 5.4)
- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JQC Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), supporting evidence of need and a signed candidate data personal consent form (This information must be readily available for inspection at the venue where the candidate is taking the examination(s))
- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/assessments to meet candidates' needs, e.g. sufficient readers and scribes

### Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo (or equivalent role)
- 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 (on the current regulations), update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

### Reception staff

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

### Site staff

- Support the EO 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 which need to be undertaken before, during and after an exam series grouped into the following stages:

- planning

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

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

### Planning: roles and responsibilities

#### Secure materials

##### Head of centre

(GR 3.6)

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

(ICE 3.1)

#### The secure room and the secure storage facility

##### The secure room

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

Access to the secure room **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures...

##### The secure storage facility

Access to the secure storage facility **must** be restricted to two to six key holders, one of whom **must** be the exams officer.

The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

#### Information sharing

##### Head of centre

- Directs relevant centre staff to annually update JCQ documents including GR, ICE, AARA, SMPP, ICC, NEA and SC

##### Exams officer

- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
- Signposts relevant centre staff to JCQ information that **must** be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

#### Information gathering

##### Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- (where applicable to the role) Collects information on internal exams/assessments to enable preparation for and conduct of (insert the titles these internal exams/assessments 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 all internal deadlines and direct teaching staff to meet these

## Access arrangements

### Head of centre

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures the SENCo (or equivalent role) is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

### ALS lead/SENCo (or equivalent role)

- Ensures the qualification(s) of the appointed assessor(s) are checked annually and updated where required and that the correct procedures are followed as in Chapter 7 of the JCQ document [Access Arrangements and Reasonable Adjustments](#)
- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working for a candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed *Personal data consent* forms from candidates where required and ensures *Data protection confirmation(s) by the examinations officer or SENCo* are completed
- Applies for approval using *Access arrangements online* (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular 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
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

### Alternative Rooming Arrangements Policy (Exams)

In certain circumstances, a candidate with 'an established difficulty' may be eligible to take exams accommodated in another room separate to the main cohort – not necessarily their own room. Centres may also receive requests from candidates (and/or parents/carers) to take their exams under separate invigilation (in a separate room with 1:1 invigilation).

The SENCo must make their decision based on:

- whether the candidate has a substantial and/or long-term impairment which has an adverse effect; and
- the candidate's normal way of working within the centre.

For example, in the case of separate invigilation, the candidate's difficulties are established within the centre and known to a Head of Year, the SENCo or a senior member of staff with pastoral responsibilities.

The SENCo, must ensure that the proposed access arrangement does not disadvantage or advantage the candidate.

Also that the criteria for candidates granted separate 1:1 invigilation or granted a room separate to the main cohort, ie, a 'small' room or 'access arrangements' room within the centre is clearly documented and complies with JCQ regulations.

## Senior leaders, Teaching staff

- Support the SENCo (or equivalent role) in determining and implementing appropriate access arrangements/reasonable adjustments
- (Senior leader) Provides an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations

## Internal assessment and endorsements

### Head of centre

#### Controlled assessments, coursework and non-examination assessments

##### (GR 5.7)

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place
- Ensures that candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)

### Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering relevant qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering reformed GCE and GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

### Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed

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

#### Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ [Information for candidates documents](#) that are annually updated

#### Invigilation

#### Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- 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
- Ensures that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination

#### Exams officer

- Recruits additional invigilators where required to effectively cover all exam 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 thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year, before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible

#### Entries: roles and responsibilities

#### Head of centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.4 Entries](#))

#### Estimated entries

#### Exams officer

- Requests estimated or early entry information, where this may be required by awarding bodies, from [HeDs senior leaders \(or relevant roles\)](#) in a timely manner to ensure awarding body external deadlines for submission can be met

#### Estimated entries collection and submission procedure

A Pro Forma for completion in September is emailed to all subject Leaders at the start of each academic year as part of the annual information gathering exercise.

## 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

### Head of centre

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

### Exams officer

- Requests final entry information from **HoDs senior leaders (or relevant roles)** in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs **HoDs senior leaders** of subsequent deadlines for making changes to final entry information without charge
- **Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification**
- Confirms with **HoDs senior 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, and observes any regulatory requirements for the qualification

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

At the start of the Spring Term, exam entry marksheets for each subject are produced in the centre's MIS (SIMS Exams Organiser). They are populated with candidate entries using the information collected at the start of the academic year from the information gathering exercise that was collated in one central spreadsheet for ease of reference.

The marksheets are distributed to all subject Leaders for checking/amending/confirming and signing off and dating.

Once returned to the EO by the internally set deadline, the EO creates exam entry submission files. The data is transferred from SIMS to each awarding body using A2C ahead of the external awarding body deadline in mid-February.

## 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
  - 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

The Centre will pay all normal, first attempt entry exam fees on behalf of candidates on roll at the centre.

Departments or candidates will be charged for any changes of tier, withdrawals or any other exam entry amendments if they are made after time-frame allowed by the awarding bodies.

Students on roll, requesting to sit exams in additional subjects to those taught on timetable will be required to pay the exam entry fee, plus an administration fee may be applicable, in full, before an exam entry is

submitted. Agreement from the Head of Centre, Exams Office SLT Link & Head of Year (and Subject Leader if applicable) is required too.

Where the opportunity to re-sit an exam is permitted (and the student has not been preparing for this at this centre) the cost is usually borne by the candidate. The payment must be received in full before the exam entry is made.

For further written clarification, refer to Section 6 of the centre's 'Charging for and Remissions For School Activities Policy'. It is available as an electronic version. This is available via the school website using the link: [Ulverston Victoria High School - Charging for and Remissions for Schools Policy](#)

### Late entries

#### **Exams officer**

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

#### **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 needing to re-sit examinations must inform the EO directly ahead of internally set deadlines. These internal deadlines will allow a time frame for processing and submitting the entries ahead of the external awarding body deadlines

### Private candidates

This centre does not accept private candidates

### 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**

- Notify the EO of any discrepancies

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

#### **Head of centre**

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.8 Candidate information](#))

### Access arrangements and reasonable adjustments

#### **SENCo (or equivalent role)**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her

- Ensures exam information (JCQ information for candidates documents, individual exam timetable, etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement)
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)
- 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 designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams issues relevant JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices
- 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
  - unauthorised items in exam rooms
  - when and how results will be issued and the staff that will be available
  - post-results services information and how the centre will deal with requests from candidates
  - when and how certificates will be issued

#### **Access to Scripts, Reviews of Results and Appeals Procedures**

Further details can be found in UVHS Internal Appeals Procedure – Post Results Services. This is available as a separate document as a hard copy in the exams office, or in the exams section of the UVHS website: [Ulverston Victoria High School - Examinations Policies](#)

### 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)

### 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 (or equivalent role)**

- 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

#### **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 (or delegates this task to relevant teaching staff)
- 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 the current regulations on appointment and updates **the existing invigilation team** on any regulation changes and any changes to centre-specific **arrangements**
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, **prompter**, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the **SENCo (or equivalent role)** regarding the facilitation and invigilation of access arrangement candidates

##### **SENCo (or equivalent role)**

- 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 equivalent role) 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 the identity of all candidates

#### **Candidate Identification Procedure**

The identity of students on roll at UVHS is checked as part of the initial registration process.

UVHS does not accept private candidates. But should the case arise where it is agreed that a private/external candidate or a transferred candidate who is not known to the school is permitted to sit an exam at this centre, a verification process which involves photo-ID will be followed at the time the exam entry is made, and the candidate will be required to bring photo ID on each exam day.

Once candidates are seated for their exam, the attendance register is completed by the Head of Year for GCSE students and a member of the Sixth Form Leadership Team for A-Level students. They are best placed to know the identity of the exam candidates. All candidates also have a school photographic ID card which they are instructed to place on their exam desk. This allows the invigilators to also establish the identity of all candidates sitting examinations if the required nominated member of centre staff is unavailable.

Candidates are seated in exam number order and grouped by the same exam subject. Those with the same approved access arrangements are seated together. Invigilators are informed of those candidates with access arrangements. The access arrangement(s) awarded are detailed on the seating plan and further confirmed by placing a colour-coded card with the appropriate access arrangements on the candidate's exam desk.

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

### **Invigilators**

- Follow the procedure for verifying candidate identity provided by the EO
- Seat candidates in exam rooms as instructed by the EO/on the seating plan

## Security of exam materials

### **Exams officer**

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times.
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- 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
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)

- Ensures the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment **at the centre** to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper **materials**)

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

#### Reception staff

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

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

- more than six hours for GCE examinations (AS, A2, A-level), including approved extra time allowances and/or supervised rest breaks, or
- more than five and a half hours for GCSE examinations, including approved extra time allowances and/or supervised rest breaks

candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays. Overnight supervision arrangements **should only be applied as a last resort and once all other options have been exhausted.**

**We would strictly adhere to the most up to date JCQ guidelines.**

In addition we follow the following process:

- Identify the need for overnight supervision in a timely manner
- Liaise with Head of Centre and Safeguarding Lead to Identify an appropriate and suitable person for the candidate to stay with
- Brief the person responsible for supervision on the regulations and guidelines for overnight supervision arrangements in the JCQ ICE document
- Inform the candidate affected by the exam clash requiring overnight supervision (and their parents)
- Should the candidate be accommodated elsewhere overnight, arrange for the candidate to visit, with parents, the place they will stay and for discussion of regulations and what this means for them (if this is not with parents).

- 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 (or equivalent role)** regarding rooming of access arrangement candidates

**SENCo** (or equivalent role)

- 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**

- (Where/if applicable to the centre) 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 **form online** using 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**

- (Where/if applicable to the centre) Processes applications for Centre Consortium arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

##### **Senior leaders**

- (Where/if applicable to the centre) Inform 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**

- (Where/if applicable to the centre) Liaises with the host or entering centre, as required
- Processes requests for Transferred Candidate arrangements using 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 arrangement

#### Internal exams/assessments

##### **Exams officer**

- Prepares for the conduct of internal exams/assessments under external conditions (where applicable to the centre)
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from teaching staff
- Arranges invigilation (where applicable to the centre)

##### **SENCo (or equivalent role)**

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

##### **Teaching staff**

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

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

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

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to **GR 5.9 Conducting examinations and assessments**)

## 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/temporary access arrangements as they arise at the time of exam
  - **Liases with the SENCo** to apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

## Candidate absence

### Candidate Absence Policy

Candidates must **ring UVHS main reception on the morning of the exam** if they are likely to be absent. A member of SLT, pastoral leader or office staff will phone them back if they leave a message to confirm

Once a candidate is identified as absent from an examination, the following action will be taken:

- The candidate will be contacted immediately as to their whereabouts by a nominated member of centre staff and as far as possible arrangements made to ensure their immediate arrival
- All available contact details listed in SIMS will be used including an email to the candidate's personal school email address if all other forms of contact are exhausted

If a candidate fails to sit an examination, the following action is taken:

- A confirmed candidate absence is clearly recorded on the attendance register which is sent to the examiner/marker
- The candidate absence is noted on the seating plan by crossing through the candidate details

If a candidate is absent from a timetabled written examination for an acceptable reason, the candidate may be eligible for special consideration. This is where an adjustment may be made to the candidate's terminal grade by the awarding body, providing the following conditions are met:

- The examination is in the candidate's terminal exam series
- The candidate has completed or will be able to complete the required percentage of the assessment to meet the minimum requirements for enhanced grading in cases of acceptable absence
- The application for special consideration can be supported by signed evidence produced by a senior leader
- When provided with the signed evidence, special consideration requests and applications will be submitted to the relevant awarding body(s) by the EO or Deputy EO within 7 days of the candidate's last timetabled exam in line with the external deadline set by the awarding bodies

### 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

## 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 using 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

An absent candidate may subsequently arrive once the exam is underway, becoming a **late or very late** arrival, at which point UVHS reserves the right to exercise discretion whether to allow a candidate who arrives after the start of the examination to enter the examination room and sit the examination.

A candidate will be considered **late** if they arrive:

- within one hour of the awarding body's published starting time for an examination which lasts an hour or more, i.e. candidates arriving between 9.00am and 10.00am for a morning examination or between 1.30pm and 2.30pm for an afternoon examination (if the late arrival is after the finish time of the exam the candidate will not be permitted to sit the exam.)

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 one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination
- after the awarding body's published finishing time for an examination that lasts less than one hour

A candidate who arrives **late**, will be permitted by the centre to sit the examination and will be allowed the full time for the examination. The late candidate will be taken to the exam room by the EO or Deputy EO. The required exam instructions will be read to them before they enter the exam room, ensuring any unauthorised items are handed over. To minimise disruption to the other candidates, the late candidate will be handed over from the EO/Deputy EO to the Lead Invigilator at the exam room door. The lead invigilator will direct the late candidate to their exam desk and ensure that the late candidate's correct start and end time is clearly written on all paperwork and on a note for the late candidate's desk.

A candidate who arrives **very late**, will **NOT** be permitted by the centre to sit the examination – unless the Head of Centre considers that there are mitigating circumstances and instructs the EO to allow the very late candidate to sit their exam. This would only be considered if the centre could verify that the very late candidate had not had access to any unauthorised items nor had contact with any other candidate taking the same exam. If permitted to sit the exam, the very late candidate would be subject to the same process as a late candidate prior to starting their exam but additionally warned that the awarding body may not accept their script. After the exam of a very late candidate, the EO would:

- Send the script to the awarding body/examiner in the normal way
- Submit on-line, using the Centre Admin Portal (CAP), Form JCQ/VLA - **Report on candidate admitted very late to examination room** within seven days of the examination having taken place, providing the following details:
  - the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre
  - the actual starting and finishing times of the examination
  - the time the candidate started the examination
- the time the candidate finished the examination

## 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 sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this second pair of eyes check is recorded

- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

## Exam rooms

### Head of centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

### Food and Drink Policy (Exams)

Food is not allowed in the examination room unless there is prior consent due to a known medical condition, for example, diabetes. It must be free from all packaging if it has been permitted.

Drink is permitted for both candidates and invigilators in the examination room. However, this is on the condition that the drink is still water only, not fizzy, and the bottle is see-through, free from labels and does not contain any volume markers on the container. The candidates must place their drinks container on the floor, within easy reach of themselves but not where it could cause an obstruction to the invigilators.

- Any unauthorised food and drink will be confiscated from the candidate before the exam starts. It will be held in the Exams Office for the duration of the exam. The candidate will be allowed to collect their confiscated items after they have been dismissed from the exam room upon completion of their exam. Upon collection, the EO will remind the candidate of the centre's regulations for Food and Drink in Exams and warn them they risk being reported to the awarding bodies for malpractice if caught with unauthorised items during an exam.

### Leaving the Examination Room Policy

Candidates at UVHS must stay for the full duration of the published exam time.

- If for medical reasons, they need to leave within the first hour of the published start time (or before the published finish time for exams that last less than one hour) they must still remain supervised. If they fail to be supervised, the candidate must be reported to the awarding body for malpractice.
- If they choose to leave the exam room after the first hour, unsupervised, they will not be allowed back into the exam.

UVHS reserves the right to exercise discretion whether to allow extra time to compensate candidates for their temporary absence from the examination room as follows:

Candidates may need to leave the examination room for a toilet break. This is permitted but the candidate must be accompanied by a member of centre staff, such as an invigilator or the EO. It must not be the candidate's subject teacher or a subject expert for the examination in question. **Additional time is NOT given** to the candidate to compensate for their toilet break (unless there is a known medical reason that requires the candidate to need regular toilet breaks and these will be treated as 'Rest Breaks')

Candidates may need to leave the examination room temporarily due to a medical reason. This is permitted but the candidate must be accompanied by a member of centre staff, such as an invigilator or the EO. It must not be the candidate's subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.

## Exams officer

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode)
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

## Senior leaders

- 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
- Ensure a procedure is in place in case of an emergency invacuation (lockdown)

### Emergency Evacuation Policy (Exams)

The emergency evacuation policy can be found in Appendix B at the end of this policy and is also available as a separate document. This also includes lockdown guidance.

### Lockdown Policy (Exams)

Invacuation, Lockdown and Evacuation Policy and Procedures is available as a separate document and can be located on the school website: [Ulverston Victoria High School - Invacuation, Lockdown & Evacuation Policy & Procedures](#). This is also available as a hard copy in the exams office.

## 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

## Irregularities and Malpractice

### Head of centre

- Ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff,

candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

### **Managing Behaviour Policy (Exams)**

The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times.

Candidate behaviour in the examination room at UVHS is managed in line with JCQ regulations.

- 'Malpractice', means any act, default or practice which is a breach of the Regulations
- 'Candidate malpractice' means malpractice by a candidate in connection with any examination or assessment
- Inappropriate behaviour by a candidate in the examination room is deemed 'candidate malpractice'
- Failure by a centre to notify, investigate and report to an awarding body all allegations of malpractice or suspected malpractice constitutes malpractice in itself
- Suspected malpractice means all alleged or suspected incidents of malpractice

Where a candidate is being disruptive, the invigilator will warn the candidate that he/she may be removed from the examination 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 must record what has happened to warrant the warning on the exam room incident log.

Only the head of centre has the authority to remove a candidate from the examination room, and should only do so if the candidate would disrupt others by remaining in the room. A candidate should always be allowed to complete their exam in case, after investigation, no instance of malpractice can be found.

Where malpractice is suspected, the candidate will be informed of the allegations. They will have the opportunity to give their side of the story and provide a written statement.

In cases of suspected malpractice, examination scripts must be packed as normal and Form JCQ/M1 must be submitted separately to the relevant awarding body

### **Senior leaders**

- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

### **Exams officer**

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

### **Invigilators**

- Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

### Special consideration

#### **Senior leaders**

- Provide signed evidence to support eligible applications for special consideration Support eligible applications for special consideration by signing appropriate evidence

#### **Exams officer**

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

### **Special Consideration Policy**

The JCQ's A guide to the special consideration process would be followed

Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's and parents' responsibility to alert the centre, the exams officer, or the exam invigilator, to that effect. A statement will be sought from a member of SLT or external provider to confirm the issue, which will be authorised by the senior leader in charge of exams, member of SLT or the Head of Year. Once this procedure has been followed the EO will then apply for special consideration in line with JCQ guidelines. It is then at the discretion of the exam board and this will be communicated to parents and the candidate.

## Candidates

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

## Unauthorised items

### Arrangements for unauthorised items taken into the exam room

In the examination room, candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

Potential technological/web enabled sources of information are not permitted.

All unauthorised items are left outside of the examination room, bags are stored in a large shipping container for candidates seated within the main exam room. All candidates must place their bags and belongings within the container before they enter the main exam room. In all other satellite exam rooms, bags and belongings are placed in small porches outside of the exam room.

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Any pencil cases and drinks bottles taken into the examination room must be see-through.

Any unauthorised items that have been taken into the examination room are removed from the candidates before the examination starts. They are placed in a box and taken from the main exam room by the Exams Officer and stored either within the Exams Office or at Centre Services Reception for collection after the exam. For the satellite exam rooms they are placed in a side room allowing the invigilator to control access to the items.

If candidates have access to unauthorised items in the examination room, this will be considered as malpractice and be reported to the exam board immediately in line with regulations. They could be subject to penalties in accordance with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures...*

## Invigilators

- Are informed of the arrangements through training

## Internal exams/assessments

### Exams officer

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

### Invigilators

- Conduct internal exams as briefed by the EO

## Results and post-results: roles and responsibilities

### Head of centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.12 Results, 5.13 Post-results services and appeals, 5.14 Certificates)

## Internal assessment

### Senior leaders

- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensures work is returned to candidates after the retention period or disposed of according to the requirements

### Managing results day(s)

#### **Senior leaders**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure senior members of staff are accessible to candidates immediately after the publication of results, so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

#### **Exams officer**

- Works with senior leaders to ensure procedures for managing the main summer results day(s) are in place

### **Results day programme**

The information below is published under the exam section of the school website once arrangements are confirmed for that year.

#### **Arrangements for Collecting your Exam Results**

##### **Date as confirmed by JCQ – A-Level Results Day**

##### **Date as confirmed by JCQ - GCSE Results Day**

Provisional exam results are released on the dates published by JCQ and belong to the candidate first, no other family member (see Data Protection Policy guidance – page 9 of this policy).

Candidates will receive their individual results slips on results days, either in person at the centre or by email to their school personal email address (email will be sent using SIMS InTouch after 2pm on results day). A parent's email address cannot be used.

A hard copy version of the post-results services available, fees and internal deadlines document - published under the exams section of the school website - will also be included with the results slip.

Members of staff will be on hand to assist and offer advice to any student during the morning.

**If students have a query about their results** they can also talk to, or email, the Examinations Officer and/or the Deputy Exams Officer - [exams@uvhs.uk](mailto:exams@uvhs.uk) - where they will be guided through the post-results service options and the appeals procedure. Currently, exam boards will not deal directly with students.

If students are going to be away on Results Day, they should contact the exams office **before the end of the Summer term deadline** so that alternative arrangements can be discussed – they must be made aware that JCQ regulations prevent us from giving out results over the telephone under any circumstances. Only requests from a school email address will be responded to.

Re-sit results from any other exam season during the academic year will be emailed to the students' school email address after 8am on the published results day.

A '**3<sup>rd</sup> party collection permission form**' can be obtained from the Exams office. Once completed, it provides UVHS with the required signed written permission from the student and details of the person they nominate, to collect results on their behalf (they will be required to provide photographic ID of themselves on the day).

If they or a 3<sup>rd</sup> party are unable to collect the hard copy of results, printed on school headed paper, on results day, then these will be held securely in school until they are collected, and signed for, by themselves or nominated representative – *there is no postal service from school during holidays so they can not be posted home.*

**Please note**, the results are passed on to the local media for publishing as follows;

- Names will appear alphabetically using only the first initial and surname.

- For A-Level students, the subject code and level is listed but NO Grade given.
- For GCSE students, the number of passes A\*-G and 9-1 are listed but NO subjects are given.

### Site staff

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

### Accessing results

#### Head of centre

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

#### Exams officer

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

### Post-results services

#### Head of centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

#### Exams officer

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

### Analysis of results

#### The Director of New Technologies

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

- Undertakes the DfE School and College Checking Exercises (where applicable to the centre) <https://tableschecking.education.gov.uk> <https://check-your-performance-measures-data.education.gov.uk/hc/en-gb>

## Certificates

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

### Certificate Issue Procedure and Retention Policy

Provisional exam results issued in Summer become '**Confirmed exam results**' once the period of Post-Results has passed and exam certificates are printed. Exam certificates are the legal documents that are '**proof of qualifications**' as requested by a future employer or further education provider.

Exam certificates are presented annually to Y11 and Y13 students at a Senior Prize Giving event and a signature of receipt must be obtained.

If students are unable to attend prize giving, then the certificates remain securely stored at UVHS until they can be collected, and signed for, in person, by appointment only from the Exams Office. Please email the Examinations Office, at [exams@uvhs.uk](mailto:exams@uvhs.uk) to make these arrangements.

Exam Certificates are stored for a maximum of **5 years**. After this time, they are destroyed in a confidential manner as per the exam board requirements.

If students cannot attend prize-giving and are unable to collect their certificates in person, students need to obtain a '3<sup>rd</sup> party collection permission form' from the Exams officer. Once completed, it provides UVHS with the required signed written permission from the student and details of the person nominated to collect them on their behalf (the nominated 3<sup>rd</sup> party will be required to provide photographic ID).

Please note, we **do not post** out exam certificates.

*If the original certificate has been distributed to the student and it gets misplaced (or it has been confidentially destroyed because five years have elapsed), only the student may request replacements directly from the exam board and at their own expense.*

We typically use the exam boards AQA, OCR and Pearson.

They each have useful information on their websites - links below - about what to do in the event that you need to replace lost exam certificates or need access to your results because we no longer keep them beyond a student's 25th birthday.

For AQA: [Past Results and Lost Certificates](#)

For OCR: [Replacement Certificates](#)

For Pearson: [Certificate Services](#)

## 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 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

## Appendices

### **Appendix A: Access to Scripts, Reviews of Results and Appeals & Internal Appeals Procedures**

Following the issue of results, awarding bodies make available post-results services (PRS).

If a candidate (or his/her parent/carer) or a member of teaching staff at UVHS have a concern that a result may not be accurate, post-results services may be considered. The JCQ post-results services currently available are detailed below:

#### **Reviews of Results** (RoRs):

- Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate nor is it available if the centre's submitted internally assessed marks were accepted without adjustment.

#### **Access to Scripts** (ATS):

- Exam scripts to support reviews of marking – A **copy** of the completed exam paper
- Exam scripts to support teaching and learning – **Original** exam paper, **received AFTER** PRS deadline

#### **Appeals Process**

- is available after receiving the outcome of a review of results.

**The deadlines and fees are different for A-Level candidates and GCSE candidates.** Internal processing deadlines and post-results fees will be published under the exams section of the school website. There will be different documents for each year group.

All post-results service requests from internal candidates must be made through the centre. Private candidates may deal directly with the Awarding Bodies but are also permitted to submit requests via the entering centre.

Requests can be made in person on results day having taken the opportunity to seek advice from the available members of centre staff. Otherwise, enquiries should be made via email in the first instance using the [exams@uvhs.uk](mailto:exams@uvhs.uk) email address. Arrangements to pay for any post-results services will be confirmed once it has been established exactly which service is required, based upon the circumstances.

**Candidates must sign, on collection of their results, to give consent for access to scripts. Candidates must provide their written consent for clerical re-checks, reviews of marking services offered by the awarding bodies after the publication of examination results. Written consent will be accepted via email from the candidate's school personal email address.**

UVHS will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication **Post-results services**
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a priority review of marking has been submitted to an awarding body
- Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes**
- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post results services and regularly check the progress of the request online
- **Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates via email using the candidate's school personal email address**
- **Ensure outcomes of any departmentally initiated requests will be emailed to both the candidate's school personal email address and the Subject Leader's school email address**
- UVHS will retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal
- UVHS will retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months

#### **Internal Appeals Procedure (Reviews of Results and Appeals) detailed in a separate policy for internal appeals**

**UVHS will support any permitted post-results services request if the candidate is requesting and paying for it themselves, even if that request goes against the advice given by centre staff. Consent and payment in full must be received before any review or appeal is submitted.**

## **Appendix B: Emergency Evacuation Policy (including Lockdown guidance)**

This document sets out the procedures for evacuating examination candidates at Ulverston Victoria High School in the event of a fire or other emergency evacuation.

### **IN THE EVENT OF A FIRE ALARM:**

- The lead invigilator will mark the time of the interruption on the Exam Room Diary Sheet, tell the students to stop writing, close their exam papers & leave all their papers on their desk.
- Evacuate the room in an orderly fashion row-by-row. **The students must NOT collect bags or coats & must leave in SILENCE.**
- The Lead Invigilator will take the exam attendance register & the seating plan with them then exit via their nearest Fire Exit (please see attachment) & by following the Emergency Exit Signs.
- The Invigilators & Students must make their way to their Muster Point: The Middle Playing field facing the Gym.**
- Students must assemble in silence, row-by-row & in the same order as the exam seating plan. Then a register will be taken from the exam attendance register to establish if all Students are present.
- If there are missing students/invigilators then this information is to be passed on to the Exam Officer/Emergency Team member.
- Remind Students that they are still under exam conditions & during the Emergency Evacuation procedure they must not attempt to contact another Student or any other member of the School Community.
- The Exams Officer will proceed immediately to the Muster point where the lead Invigilator/s can make them aware of any missing persons. The Exams Officer can then make the Emergency Team aware.
- Once it has been confirmed it is safe to re-enter the building, the Exams Officer or a member of the Emergency Team will notify the Lead invigilator that it is safe to return to the examination room.
- When it is safe to return to the building, the candidates will be led back to their examination room and as soon as all candidates are seated and settled the examination will resume. The candidates will be entitled to the full time for the examination.
- The Exams Officer will contact the Examination Board in accordance with the Examination Board's regulations.
- In the event that a building is deemed unsafe to return to, the appropriate action will be followed as detailed in the UVHS Exam Contingency Policy.

### **Candidates who require assistance**

If a candidate is present who may need assistance in the event of an emergency evacuation, a named invigilator will be asked to take responsibility for escorting/aiding this candidate to the appropriate assembly point.

When dealing with emergencies, staff will also be made aware, where appropriate, any instructions from relevant local or national agencies. Reference should also be made to the following document:

<https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>

A lockdown may be required in the following situations:

- an incident or civil disturbance in the local community which poses a risk
- an intruder on the site with the potential to pose a risk
- local risk of air pollution, such as a smoke plume or gas cloud
- a major fire in the vicinity
- a dangerous animal roaming loose
- any other external or internal incident which has the potential to pose a threat to the safety of exams staff and candidates

UVHS will follow the appropriate guidance within the UVHS Invacuation, Lockdown and Evacuation Policy: [Ulverston Victoria High School - Invacuation, Lockdown & Evacuation Policy & Procedures](#)

With regard to conducting examinations, the focus before, during and after an exam will be:

- the welfare and safety of exam candidates and centre staff engaged in the conducting of examinations
- maintaining the integrity and security of the examinations/assessments process
- achieving an effective lockdown
- letting people know what's happening
- training staff engaged/involved in the conducting of examinations
- stay safe principles (Run, Hide, Tell)

For any other actions that should be taken in the event of exam disruption/emergency refer to the UVHS Contingency Plan & Escalation Process (referred to on page 13 of this policy).