



Exam Policy

(Amended with reference to the June 21 Series)

Policy created:	Click or tap to enter a date.		
First Presented to Governors for approval:	Click or tap here to enter text.		
Proposed Review Cycle/Date:	1 year		
Review History			
Date:	15/04/2021	Date:	Click or tap to enter a date.
Date:		Date:	Click or tap to enter a date.
Key changes:	Click or tap here to enter text.	Key changes:	Click or tap here to enter text.
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Presented to Governors:		Presented to Governors:	
	Click or tap to enter a date.	Presented to Governors:	
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Purpose of the policy

Up Holland High School is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- 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 in accordance with JCQ and awarding body regulations, guidance and instructions.
- exam candidates understand the exams process and what is expected of them.

This exam policy will be reviewed annually by SLT and the Exams Officer.

Roles and responsibilities overview

Head of centre

The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to awarding body and JCQ instructions, and the qualification specifications issued by the awarding bodies. (JCQ General Regulations booklet)

The head of centre will:

- be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
 - <http://www.jcq.org.uk/exams-office/malpractice>

The head of centre will ensure:

- the Exams Officer attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam cycle to be effectively managed and administered
- centre staff are supported and appropriately trained to undertake key tasks within the exams process
- centre staff undertake key tasks within the exams process (exam cycle) and meet internal deadlines set by the Exams Officer
- security within the examination process is managed as per JCQ and awarding body regulations, guidance and instructions
- risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exams officer

The Exams Officer is appointed by the head of centre to act on behalf of the centre in matters relating to the management and administration of examinations and assessments.

The Exams Officer will:

- be familiar with the contents of annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
 - <http://www.jcq.org.uk/exams-office/malpractice>
- be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ensure key tasks are undertaken and key dates and deadlines met
- recruit, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required

Senior leadership team (SLT)

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
 - <http://www.jcq.org.uk/exams-office/malpractice>

Special educational needs co-ordinator (SENCo)/Specialist Teacher

- will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
- will lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')

Curriculum Leaders

- will ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the Exams Officer and SENCo
- will ensure teaching staff keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- will ensure teaching staff attend relevant awarding body training and update events

Teaching staff

- will undertake key tasks, as detailed in this policy, within the exams / assessment process (exam cycle) and meet internal deadlines set by the Exams Officer and SENCo
- will keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- will attend relevant awarding body training and update events

Invigilators

- will attend training, refresher, briefing and review sessions as required
- will provide information as requested on their availability to invigilate

Reception staff

- will support the Exams Officer in dealing with exam-related deliveries and dispatches with due regard to security at all times

Site staff

- will support the Exams Officer 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 throughout the year is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

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

Planning

Information sharing

The head of centre will:

- direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
 - <http://www.jcq.org.uk/exams-office/malpractice>

The Exams Officer will:

- inform relevant centre staff of JCQ and awarding body documentation relating to the exam cycle that has been updated
- signpost relevant centre staff to information that should be provided to candidates
- inform candidates of the JCQ document Information for candidates – Privacy Notice, General and Vocational Qualifications. This document will be distributed to all candidates.

Information gathering

The Exams Officer will:

- undertake 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
- collate all data into one central point of reference
- research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications
- produce an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; inform key centre staff of internal deadlines
- collect information on internal exams to enable preparation for and conduct of mock examinations

Curriculum Leaders will:

- respond (or ensure Teaching staff respond) to requests from the Exams Officer on information gathering
- meet the internal deadline for return
- inform the Exams Officer of any changes to information in a timely manner
- familiarise themselves and their staff with the annual exams plan of internal deadlines

Access arrangements

The SENCo will:

- assess students to identify access arrangements requirements
- gather evidence of need to support access arrangements
- liaise with teaching staff to gather evidence of normal way of working
- gather signed data protection notices from candidates where required
- apply for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- keep relevant evidence on file for JCQ inspection purposes
- liaise with the Exams Officer regarding exam time arrangements for access arrangement candidates

- ensure staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular access arrangement(s)
- provide and annually review centre policies for access arrangements and for the use of word processors in exams and assessments

SLT, Curriculum Leaders and Teaching staff will:

- support the SENCo in determining and implementing appropriate access arrangements

Internal assessment

The head of centre will ensure:

- a procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision
- a policy for the management of controlled assessment is in place and followed by centre staff
- both are available for JCQ inspection purposes
- irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

SLT will ensure:

- teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set, conduct, mark and authenticate candidates' work
- a process of internal moderation and standardisation is in place

Curriculum Leaders will ensure:

- teaching staff delivering GCSE qualifications follow instructions for conducting controlled assessment and subject-specific information where provided by the awarding body
- teaching staff delivering Entry Level qualifications follow instructions for conducting coursework and subject-specific information where provided by the awarding body
- for other qualifications, teaching staff follow appropriate instructions issued by the awarding body

Teaching staff will ensure:

- appropriate instructions for conducting internal assessment are followed
- candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed

Invigilation

The Exams Officer will:

- provide an annual training or refresher event for lead invigilators/invigilators in the conduct of exams

Invigilators will:

- attend an annual training or refresher event

Entries

The term 'entries' is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

Estimated entries

The Exams Officer will:

- request estimated or early entry information, required by awarding bodies, from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met

Curriculum Leaders will:

- provide information requested by the Exams Officer to the internal deadline
- inform the Exams Officer immediately of any subsequent changes to information

Final entries

The Exams Officer will:

- request final entry information from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met

- inform Curriculum Leaders of subsequent deadlines for making changes to final entry information without charge
- confirm with Curriculum Leaders final entry information that has been submitted to awarding bodies

Curriculum Leaders will:

- provide information requested by the Exams Officer to the internal deadline
- inform the Exams Officer 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 Exams Officer and confirm information is correct

Entry fees

Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies.

GCSE entry exam fees are paid by the Centre.

Exam fees are paid by the Centre.

Late entries

The Exams Officer will:

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

Curriculum Leaders will:

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

Re-sit entries

Re-sit decisions will be made in consultation with Candidates, Subject teachers, Heads of Faculty and Deputy Head. Re-sit fees are paid by the Centre or Candidates.

Private candidates

The Centre does not accept entries from external candidates.

Candidate statements of entry

The Exams Officer will:

- provide candidates with statements of entry for checking

Teaching staff will:

- ensure candidates check statements of entry and return any relevant confirmation required to the Exams Officer

Candidates (or parents/carers) will:

- notify the Exams Officer of any discrepancies

Pre-exams

Access arrangements

The SENCo will:

- allocate centre staff to facilitate access arrangements for candidates
- inform candidates of the access arrangements that are in place for their exams

Briefing candidates

The Exams Officer will:

- issue individual exam / assessment timetable information to candidates
- issue relevant JCQ information for candidates
- where relevant, issue awarding body information to candidates
- issue centre exam information to candidates which will include information on:
 - exam clashes
 - arriving late for an exam
 - absence or illness during exams
 - equipment needed
 - information about when results will be issued

Dispatch of exam scripts

The Exams Officer will

- identify and confirm arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

Internal assessment

HoDs will ensure:

- teaching staff provide marks for internally assessed components of qualifications to the Exams Officer to the internal deadline
- teaching staff authenticate candidates' work as per awarding body requirements
- teaching staff provide required samples of work for moderation to the Exams Officer to the internal deadline

The Exams Officer will:

- submit marks and samples to awarding bodies/moderators to meet the external deadline
- keep a record to track what has been sent

Candidates will:

- authenticate their work as required by the awarding body

Invigilation

The Exams Officer will:

- deploy invigilators effectively to exam rooms throughout an exam series
- allocate invigilators to exam rooms as per the required ratios
- liaise with the SENCo regarding invigilation of access arrangement candidates

The SENCo will:

- liaise with the Exams Officer regarding invigilation of access arrangement candidates

Invigilators will:

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

Seating and identifying candidates in exam rooms

The Exams Officer will:

- ensure a system is in place for identifying candidates in exam rooms
- provide seating plans for exam rooms as per JCQ and awarding body requirements

Invigilators will:

- follow the system for identifying candidates provided by the Exams Officer
- seat candidates in exam rooms as instructed by the Exams Officer

Security of exam materials

The Exams Officer will:

- have a process in place to record confidential materials delivered to the centre and issued to authorised staff
- have in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

- receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements

Reception staff will:

- follow the process to record confidential materials delivered to the centre and issued to authorised staff

Teaching staff will:

- adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

Timetabling and rooming

The Exams Officer will:

- produce a centre exam timetable for each exam series
- identify and resolve candidate exam clashes
- identify exam rooms and specialist equipment requirements
- liaise with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements
- liaise with the SENCo regarding rooming of access arrangement candidates

The SENCo will:

- liaise with the Exams Officer regarding rooming of access arrangement candidates

Site staff will:

- liaise with the Exams Officer to ensure exam rooms are set up as per JCQ and awarding body requirements

Transferred candidate arrangements

The Exams Officer will:

- liaise with the host or entering centre as required
- process requests to the awarding body deadline
- where relevant (for an internal candidate) inform the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

The Exams Officer will:

- prepare for the conduct of internal exams under external conditions
- provide a centre exam timetable of subjects and rooms
- provide seating plans for exam rooms
- request internal exam papers from teaching staff
- arrange invigilation

The SENCo will:

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

Teaching staff will:

- provide exam papers and materials to the Exams Officer
- support the SENCo in making appropriate arrangements for access arrangement candidates

Exam time

Access arrangements

The Exams Officer will:

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

Candidate absence

The process for dealing with candidate absence from exams is:

- to check if candidate is in school, locate and take to examination room
- if candidate absent from school, ring parent/guardian to establish if candidate is ill/on way and advise accordingly

This is managed by:

- the Exams Officer

Invigilators will:

- ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidates will:

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

Candidate behaviour

This is managed by:

- SLT/Exams Officer/Invigilators

SLT will:

- ensure that internal disciplinary procedures relating to behaviour are followed when appropriate

Candidate late arrival

The Exams Officer will:

- ensure that candidates who arrive very late for an exam are reported to the awarding body
- warn candidates that their work may not be accepted by the awarding body

The process for dealing with persistent late arrival for exams is:

- liaise with candidates and their parents/carers to establish reasons for persistent lateness, offer assistance if applicable and inform them of the potential consequences

This is managed by:

- SLT

Conducting exams

The head of centre will:

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

The Exams Officer will:

- ensure exams are conducted as per JCQ and awarding body instructions

Dispatch of exam scripts

The Exams Officer will:

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

Exam papers and materials

The Exams Officer will:

- organise exam question papers and associated confidential resources in date order in secure storage
- attach erratum notices received to relevant exam question paper packets
- collate attendance registers and examiner details in date order
- regularly check mail or inbox for updates from awarding bodies

Exam rooms

The head of centre will:

- ensure only approved centre staff are present in exam rooms

SLT will:

- ensure a documented emergency evacuation procedure is in place

The Exams Officer will

- ensure exam rooms are set up as instructed by JCQ and awarding bodies
- provide authorised exam materials which candidates are not expected to provide themselves

- brief invigilators on exams to be conducted on a session by session basis
- ensure invigilators and candidates are aware of the emergency evacuation procedure

Site staff will:

- ensure exam rooms are available and set up as requested by the Exams Officer
- 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 will:

- conduct exams in every exam room as instructed in training/refresher and briefing sessions

Candidates will:

- be required to remain in the exam room for the full duration of the exam. Exceptions may apply to candidates with access arrangement in satellite rooms. Rules will be followed as per JCQ Instructions for conducting examinations, Leaving the examination room (page 37).

Irregularities and Malpractice

The Head of Centre will:

- ensure any cases of suspected malpractice are investigated and reported to the awarding body as required by - *The consequences of malpractice or maladministration as published in the JCQ guidance: [JCQ Suspected Malpractice: Policies and Procedures](#) .*

The Exams Officer will:

- provide an incident log in all exam rooms for recording any incidents or irregularities
- action any required follow-up and reports to awarding bodies

For the purposes of the June 2021 series, actions that constitute Malpractice include the following definitions. The Exams Officer will communicate this information to all staff:

- *breaches of internal security;*
- *deception;*
- *improper assistance to students;*
- *failure to appropriately authenticate a student's work;*
- *over direction of students in preparation for common assessments;*
- *allegations that centres submit grades not supported by evidence that they know to be inaccurate;*
- *centres enter students who were not originally intending to certificate a grade in the Summer 2021 series;*
- *failure to engage as requested with awarding organisations during the External Quality Assurance and appeal stages; and*
- *failure to keep appropriate records of decisions made and teacher assessed grades.*
- *The consequences of malpractice or maladministration as published in the JCQ guidance: [JCQ Suspected Malpractice: Policies and Procedures](#) and including the risk of a delay to students receiving their grades, up to, and including, removal of centre status have been outlined to all relevant staff.*

Invigilators will:

- record any incidents or irregularities on the exam room incident log (e.g. late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

Special consideration

The Exams Officer will:

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

Candidates will:

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

Internal exams

The Exams Officer will:

- brief invigilators on conducting internal exams
- return candidate scripts to teaching staff for marking

Invigilators will:

- conduct internal exams as briefed by the Exams Officer

Results and post-results

Managing results day(s)

SLT will:

- identify centre staff who will be involved in results day(s) and their role

Site staff will:

- ensure the centre is open and accessible to centre staff and candidates, as required

Accessing results

The Exams Officer will:

- inform candidates in advance of when and how results will be released to them
- access results from awarding bodies under restricted release of results
- resolve any missing or incomplete results with awarding bodies
- provide provisional statements of results to candidates on publication of results
- provide summaries of results for relevant centre staff on publication of results

Post-results services

The Exams Officer will:

- provide information to candidates and staff on the services provided by awarding bodies and the fees charged
- publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- provide a process to record requests for services and collect candidate informed consent and fees where relevant
- submit requests to awarding bodies to meet the external deadline
- track requests to conclusion and inform candidates and relevant centre staff of outcomes
- update centre results information, where applicable

The head of centre will:

- ensure an internal appeals procedure is available where candidates disagree with the centre decision:
 - not to support an enquiry about results
 - not to appeal against the outcome of an enquiry about results
- ensure the procedure is available for JCQ inspection

Teaching staff will:

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

Candidates will:

- meet internal deadlines to request the services

- provide informed consent and fees, where relevant

Analysis of results

Following the publication of results, the Exams Officer/Data Manager will:

- provide analysis of results to appropriate centre staff
- provide results information to external organisations where required
- undertake the checking and submission of Secondary school and college performance tables information

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed. The process for issuing certificates to candidates is:

- at the Presentation Evening

Candidates may:

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

Unclaimed or uncollected certificates are retained for:

- 3 years

The issue and retention of certificates is managed by:

- Exams Officer

Disability Discrimination Act

All exam centre staff must ensure they meet the requirements of the Disability Discrimination Act 1995 (DDA), extended in 2005, and the Disability Equality Duty (DED), introduced in 2006.

The DDA introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act give protection to disabled people in the areas of employment and education.

A person has a disability for the purposes of the DDA if s/he has a physical or mental impairment that has a substantial and long term adverse effect on her/his ability to carry out normal day-to-day activities.

The centre will meet the requirements of the DDA by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the SLT and SENCo.

Review

The Exams Officer will:

- provide SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle

SLT will:

- work with the Exams Officer to produce a plan to action any required improvements identified in the review