

Key Information	
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Exams policy 2022/23

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Purpose of the policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- all aspects of the centre exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that

“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute” JCQ General Regulations for Approved centres

- exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

A copy of this policy will be issued to all centre staff identified with roles and responsibilities within the policy

Roles and responsibilities overview

“The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are

conducted according to the instructions, and the qualification specifications issued by the awarding bodies.
The Head of Centre may not appoint themselves as the examinations officer.

Head of Centre

Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

- General Regulations for Approved Centres (GR)
- Instructions for conducting examinations (ICE)
- Access arrangements and reasonable adjustments (AA)
- Instructions for conducting non-examination assessments (NEA)
- Suspected malpractice and procedures
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the examination or on-screen test;” ICE*
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exam contingency plan

The Park School has a written Exams Contingency Plan (available on request) which covers all aspects of examination administration. This robust plan enables the senior leadership team to minimise risk to examination administration, should the examinations officer be absent at a crucial stage of the examination cycle and also reinforces procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

[GR]

- Ensures required internal appeals procedures are in place

Internal appeals procedures

The centre has in place and available for inspection purposes, a **written** internal appeals procedure (available on request) relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; the document will be made available to candidates upon request.

[GR]

The centre has in place, available for inspection purposes and draws to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal. [JCQ Post results service]

- Ensures a disability policy showing the centre’s compliance with relevant legislation is in place

Disability policy

The centre recognises its duties towards disabled candidates as defined under the terms of the Equality Act 2010†. This includes a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service

the centre provides to disabled candidates. A written disability policy setting out how the centre seeks to comply with the Equality Act 2010† and fully supporting disabled candidates is available for inspection purposes.

†or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect”

[GR]

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

Access arrangements policy

There is no current JCQ regulation for centres to specifically have an Access arrangements policy in place and information on the implementation of access arrangements is contained within the Disability policy. (Available on request)

This ensures that the centre complies

“...with its obligations in respect of identifying the need for, requesting and implementing access arrangements.” [GR]

“The centre agrees to... have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;” [GR]

- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

*“The **examinations officer or quality assurance co-ordinator** is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.” [GR]*

Exams officer

Understands the contents of annually updated JCQ publications including:

- General Regulations for Approved Centres (GR)
- Instructions for conducting examinations (ICE)
- Suspected malpractice and procedures
- Post Results Service (PRS)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required

Senior leaders (SLT)

Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:

- General Regulations for Approved Centres (GR)
- Instructions for conducting examinations (ICE)
- Access arrangements and reasonable adjustments
- Instructions for conducting non-examination assessments
- Suspected malpractice and procedures

Head of SEND

Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

- Access arrangements and reasonable adjustments

- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

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 head of SEND. Keep updated with awarding body teacher specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials

Site staff

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

Candidates

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

The exam cycle

The exams management and administration process that needs to be undertaken for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

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

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

Planning: roles and responsibilities

Information sharing

Head of Centre

- Directs relevant centre staff to annually updated JCQ publications

Exams officer

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

Information gathering

Exams officer

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

- Collects information on internal exams to enable preparation for and conduct of these internal exams

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

Access arrangements

Head of SEND

- Works with the appointed access arrangements assessor to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments

Word processor policy

The centre will articulate to parents/carers that a word processor cannot simply be granted to a candidate because he/she now wants to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home. The use of a word processor must reflect the candidate's normal way of working within the centre and be appropriate to the candidate's needs. [AA]

- Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Separate invigilation within the centre

Separate invigilation will be provided where an individual candidate's access arrangements e.g. scribe, require them to be in a room other than the main exam room
[AA]

Exams Officer

- Gathers signed data protection notices from candidates where required
- Applies for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)

Senior Leaders, Teaching staff

- Support the Head of SEND in identifying and implementing appropriate access arrangement

Internal assessment

Head of centre

- Ensures an internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision (see Roles and responsibilities overview)
- Ensures a policy for the management of controlled assessment is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks

Policy for the management of controlled assessments

The centre has in place, and available for inspection purposes, a written Controlled assessment policy (available on request) with regard to the management of GCSE controlled assessments for Legacy GCSE qualifications.

[GR]

- Ensures a **non-examination assessment policy** is in place for new GCSE qualifications

Non-examination assessment policy

The centre has in place, and available for inspection purposes, a written Non-examination assessment policy. (available on request)

The purpose of this policy, as defined by JCQ, is to

- *cover procedures for planning and managing non-examination assessments*
- *define staff roles and responsibilities with respect to non-examination assessments*
- *manage risks associated with non-examination assessments*

[NEA]

- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Teaching staff

- Ensure staff delivering legacy GCSE qualifications follow JCQ Instructions for conducting controlled assessments and the specification provided by the awarding body
- Ensure staff delivering Entry Level or Project qualifications follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensure staff delivering new GCSE specifications follow JCQ Instructions for conducting non examination assessments and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

Invigilation

Exams officer

- Provides relevant training for new invigilators and updates other invigilators in the conduct of exams
- 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 made aware of the Equality Act 2010 and are trained in disability issues

Entries: roles and responsibilities

Estimated entries

Exams officer

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

Estimated entries collection and submission procedure

Estimated entries are provided by relevant subject staff and submitted to the exam boards as required

Teaching staff

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

Final entries

Exams officer

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

Final entries collection and submission procedure

Final entries are provided by relevant subject staff to the EO and submitted to the exam boards via interchange well before the deadline.

Teaching staff

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

Entry fee

All entries fees come out of the exam budget. Every attempt is made to avoid late entry fees but where these are incurred, due to late information being provided, late fees may be charged to the departmental budget.

Late entries

Exams officer

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

Teaching staff

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

Candidate statements of entry

Exams officer

- Provides candidates with statements of entry for checking

Teaching staff

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

Candidates

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

Pre-exams: roles and responsibilities

Access arrangements

Head of SEND

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates' information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

Briefing candidates

Exams officer

- Issues individual exam timetable information to candidates
- Issues relevant JCQ information for candidates' documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
 - exam clashes
 - arriving late for an exam
 - absence or illness during exam
 - what equipment is/is not provided by the centre
 - food and drink in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued

Access to scripts, enquiries about results and appeals procedures

"The centre agrees to... have in place written procedures for how it will deal with candidates' access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results;" (GR)

Dispatch of exam scripts

Exams officer

- Identifies and confirms 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

Estimated grades

Teaching staff

- Provide estimated grade information to the EO by the internal deadline (where this still may be required by the awarding body)

Exams officer

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

Internal assessment

Head of Centre

- Ensures procedures are in place for candidates to appeal an internal assessment decision or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

Head of SEND

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

Teaching staff

- Support the Head of SEND in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies
- Ensure marks for internally assessed components of qualifications are provided to the EO by the internal deadline
- Ensure they authenticate candidates' work to the awarding body requirements
- Ensures they provide required samples of work for moderation to the EO by the internal deadline

Exams officer

- Submits marks and samples to awarding bodies/moderators to meet the external deadline • Keeps a record to track what has been sent
- Logs moderated work 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 invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the Head of SEND regarding the facilitation and invigilation of access arrangement candidates

Head of SEND

- 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 inspection visit

Exams officer or Senior leader

- Accompanies *“the Inspector **throughout** the course of his or her centre visit, including inspection of the centre's secure storage facility.”* ICE Introduction]

Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify candidate identity

Verifying candidate identity procedure

At The Park School all exams are administered by internal school staff and the identity of all students at the school is known to all staff involved.

[GR]

- Provides seating plans for exam rooms according to JCQ and awarding body requirements

Invigilators

- Ensures the identity of all candidates is verified by the EO or other member of staff
- Seat candidates in exam rooms as instructed by the EO/in the seating plan

Security of exam materials

Exams officer

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements

Reception staff

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

Teaching staff

- 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

Exams officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
Allocates invigilators to exam rooms according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates **Head of SEND**
- 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

Internal exams

Exams officer

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

Head of SEND

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

Teaching staff

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

Exam time: roles and responsibilities

Access arrangements

Exams officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams
- Applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

Candidate absence policy

Candidates absent on the day of an exam would be telephoned to ascertain the reason for their absence and every attempt would be made to get them into school e.g. a senior member of staff would go and collect them.

“Advice: *it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy. ICE*

Invigilators

- Are informed of the policy/process for dealing with absent candidates
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidate behaviour

See *Irregularities* below.

Candidate belongings

See *Unauthorised materials* below.

Candidate late arrival

Exams officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body

Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates
- Ensure that relevant information is recorded on the exam room incident log

Candidate late arrival policy

As a special school most students arrive via transport contractor or are brought by parents. Due to the very small number of students entered for exams it would normally be possible to accommodate a candidate who arrived late/ very late due to transport issues in a separate room.

Where a student was persistently and/or deliberately late for exams the matter would be referred to the senior leadership.

“Advice: *it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy.*

Advice: *Centres should have their own internal procedures for dealing with candidates who persistently arrive late for examinations.*

The exams officer may need to liaise with a senior member of staff who has pastoral responsibilities.” ICE]

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 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 secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies

Exam rooms

Head of centre

- Ensures only approved centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Food and drink in exam rooms

The school provides water for staff and candidates in exam rooms. No other food or drink is permitted except in the very rare case of a medical need e.g. a diabetic student.

“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.” [ICE]

Exams officer

- Ensures exam rooms are set up 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
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Senior leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

Emergency evacuation policy

The centre has an Emergency evacuation policy (available on request)

*“...You **must** have a **written** centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.” [ICE]*

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 as instructed in training/update events and briefing sessions

Candidates

- Are required to remain in the exam room for the full duration of the exam

Irregularities

Head of centre

- Ensures any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required

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, disruption or disturbance in the exam room, emergency evacuation)

Malpractice

See *Irregularities* above.

Special consideration

Exams officer

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

Candidates

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

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

Candidates and exam staff are reminded both before the exam and before they enter the exam room to leave in classroom secure storage any personal belongings not permitted in the exam room including watches. Any unauthorised materials taken into the exam room will be confiscated and removed from the room by a senior member of staff [ICE]

Invigilators

- Are informed of the arrangements

Internal exams

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

Internal assessment

Head of department

- 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 or disposed of according to the requirements **Managing results day(s)**

Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior staff are available for candidates as results are issued

Site staff

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

Accessing results

Exams officer

- Informs candidates in advance of when and how results will be released to them
- 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 **internal appeals procedures** are 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

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, enquiries about results and appeals procedures)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- 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

Exams Officer

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

Certificates

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

Issue of certificates procedure

Certificates are posted to candidates using Royal Mail 'signed for' service unless a candidate has indicated that they wish to collect them from the school.

Candidates

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

Retention of certificates policy

All certificates are posted to candidates using Royal Mail 'signed for' service. Where certificates are returned undelivered the school will attempt to contact the candidate using the last known contact information. Unclaimed or uncollected certificates will be retained for a minimum of one year.

Review: roles and responsibilities

Exams officer

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
- Collects and evaluates feedback from staff, candidates and invigilators to inform review

Senior leaders

- Work with the EO to produce a plan to action any required improvements identified in the review

Retention of records: roles and responsibilities

Exams officer

- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy

Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy.

- Child protection policy
- Data protection policy