



# Exams Policy

## 2023/2024

*This policy is reviewed annually to ensure compliance with current regulations*

Approved by:	Reviewed by:
Date of Review:	October 2023

Key staff involved in the exams policy

Role	Name(s)
Head of centre	<b>Mr Dean Postlethwaite</b>
Exams Officer line manager (Senior leader)	<b>Ms Emma Szymura</b>
Exams Officer	<b>Miss Jane Fenner</b>
SENCo/SENCo	<b>Mrs Natalie Cross</b>
Deputy Headteacher	<b>Mrs Claire Harrison</b>

## The Purpose of this Policy

Ruskin Community High School is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This exam policy will ensure that:

- all aspects of the centre's exam process are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them

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

This policy will be communicated to all relevant centre staff via the school website and the staff shared network in the Exams folder.

## Roles & Responsibilities Overview

**The head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments.

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

**The head of centre may not appoint themselves as the examinations officer.**

### Head of centre responsibilities

The **head of centre** 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. It is the responsibility of the head of centre to ensure that all staff familiarise themselves and comply with the instructions in this booklet. Also, that staff respond promptly to any requests for information from the awarding bodies. Failure to do so may constitute malpractice as defined in the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2023 to 31 August 2024*:  
<https://www.jcq.org.uk/exams-office/malpractice>

### Head of centre

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - General Regulations for Approved Centres
  - Instructions for Conducting Examinations
  - Access Arrangements and Reasonable Adjustments
  - Suspected Malpractice - Policies and Procedures
  - Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
- A guide to the special consideration process
- 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 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 the penalties.
- 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 other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do not forward 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
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel

### **Recruitment, selection and training and Support**

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior leader(s), the examinations officer (EXAMS OFFICER) and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures that the SENCo has sufficient time to both manage the access arrangements process within the centre and familiarise herself with the JCQ publication *Access Arrangements and Reasonable Adjustments*
- Ensures that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system
- Ensures the Exams Officer has sufficient time to perform their role

### **External and Internal governance arrangements**

- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent. This is held in the Exam folder on the staff shared network.

### **Escalation Process**

- Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Officer
- Makes sure that a teacher, a teaching assistant, tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during the examination

### **Delivery of qualifications**

- Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to

all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates

- Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned

### **Public liability**

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

### **Security of assessment materials**

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
- the location of the centre's secure storage facility in a secure room which must only be used for the purpose of administering secure examination materials
- the secure room only contains exam-related material
- there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
- access to the secure room and secure storage facility is restricted to the Exams Officer and authorised centre staff between between two to six keyholders. Staff approved by the head of centre are accompanied by a keyholder at all times.
- appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff
- appropriate arrangements are in place for handling secure electronic materials
- the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- that when it is permitted to remove question paper packets from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened (If it is ever subsequently identified following this check that the wrong question paper packet has been opened, it will be resealed and the incident reported to the relevant awarding body's Malpractice Investigation Team immediately)
- Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication *Instructions for conducting examinations*
- Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

### **Malpractice**

- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place
- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publications *Suspected Malpractice Policies and Procedures and AI use in Assessments* <https://JCQ.org.uk/exams-office/malpractice>
- Ensures irregularities are investigated and informs the awarding bodies immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require

## **Policies/procedures**

- Ruskin ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)
- Ruskin's Malpractice Policy is available for inspection on the Staff shared network and in the Exam Policy folder

## **Exam Contingency Plan**

- Ruskin's Contingency Plan for Exams is inline with JCQ' regulations and is shared to staff via the staff shared network and in the Exam Policy folder for inspection

## **Lockdown Policy (Exams)**

- Ruskin's Lockdown Policy is on the staff shared network and in the Exam Policy folder for inspection

## **Internal Appeals Procedures – See Appendix 1**

- Ruskin's Internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

## **Equalities Policy**

- Ruskin ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements and reasonable adjustments for disabled candidates including ant private candidates.
- Ruskin ensures that all centre staff are aware of the Equality Act 2010 and that they meet the requirements of it. The centre policy on Diversity & Equality is available on the staff shared network and held in the Exam Policy folder for inspection.
- Ruskin will meet the disability provisions by ensuring that the exam centre is accessible and any access arrangements and reasonable adjustments have been put into place. This is the responsibility of the Head of Centre/SENCO and the schools Exams Officer.
- Ruskin's complaints policy covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers

## **Complaints Policy (Exams)**

- The school's complaints policy is available via the school website.

## **Child Protection/Safeguarding Policy**

- Ruskin has a child protection /safeguarding policy in place, including disclosure and barring service (DBS) clearance which satisfies current legislative requirements. This can be found on the school's website and is available in the exam policy folder for inspections purposes

## **Data Protection Policy**

- Ruskin has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations
- The policy is viewable on the school website and available in the Exam Policy folder for inspection

## **Whistleblowing Policy**

- Ruskin's whistle blowing policy is displayed on the staff shared network and held centrally in the Exams Policy folder for inspection purposes.

## **Access Arrangements Policy**

- Ruskin has documented processes in place relating to access arrangements and reasonable adjustments which is available on the staff shared network.

## Conflicts of interest Policy

- Ensures the centre policy is in place and staff are issued with an annual questionnaire
- The policy is on the schools shared area and available in the Exams Policy folder
- Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where
- a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (noting that being entered by the centre must be as a last resort where unable to find an alternative centre)
- a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with close relationship to the candidate
- Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
- a member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre
- a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (noting that being entered by the centre must be as a last resort where unable to find an alternative centre)
- a member of centre staff is taking a qualification at another centre

## National Centre Number Register and other information

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures the National Centre Number Register annual update is responded to by the end of October every year
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the Exams Officer, and acknowledges that failure to respond to the NCNR annual update, and 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

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and **must** be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility

## Exams Officer

- Understands the contents of annually updated JCQ publications including:
- General Regulations for Approved Centres

- Instructions for Conducting Examinations
- Suspected Malpractice - Policies and Procedures
- Post-results services
- 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 each year
  - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
  - Informs the National Centre Number Register Team **immediately** (e-mail address – [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk)) if any changes occur after the National Centre Number Register annual update has taken place
  - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility
  - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Works with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries 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 confidentiality of the exam materials

### **Senior leaders**

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - General Regulations for Approved Centres
  - Instructions for Conducting Examinations
  - Access Arrangements and Reasonable Adjustments
  - Suspected Malpractice - Policies and Procedures
  - Instructions for conducting non-examination assessments & Coursework
  - A guide to the special consideration process

### **Special educational needs co-ordinator (SENCo)**

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

### **Teaching staff**

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the Exams Officer and SENCo

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

### **Invigilators**

- Attend/undertake training (on the current regulations), update, briefing and review sessions as required by the Exams Officer
- 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 Exams Officer in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials and recording of all deliveries

### **Site staff**

- 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 for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

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

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

### **Planning: roles and responsibilities**

#### **Information sharing**

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

- Directs relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SM, NEA (and the *Instructions for conducting coursework*) and SC

##### **Exams Officer**

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

#### **Information gathering**

##### **Exams Officer**

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



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

### **Senior leaders**

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

### **Access arrangements**

#### **Head of centre**

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

#### **SEnCo**

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/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** of an affected 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 examination officer or SENCo are completed
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO with the assistance of the Exams Officer.
- 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 Exams Officer regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Works with the Exams Officer 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

#### **Word Processor Policy (Exams)**

- Ensures the centre policy for word processors is available along with candidate guidelines. Pupils are allowed a laptop in exams if this is their normal, routine way of working in school
- The policy is available on the staff shared network and in the exam policy folder for inspection

## **Alternative Rooming Policy**

- Ensures criteria for candidates granted **separate invigilation within the centre** is clear and meets JCQ regulations and best meets the needs of individual candidates. Remaining candidates in main exam rooms. Medical evidence is sort for long-term medical conditions, or social, mental or emotional needs and held on the candidates records
- The policy can be found in the Staff shared network and in the Exams policy folder

## **Senior leaders, Teaching staff**

- Support the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- Have in place a Word Processing Policy for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations this is held on file

## **Internal Assessments and Endorsements**

### **Head of centre**

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

- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures appropriate controls are in place which allows accurate data to be submitted to the Awarding Body
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a **non-examination assessment policy** is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)

### **Non-examination Assessment Policy**

- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement.
- Ensure centre staff are aware of the JCQ publication on AI use in Assessments
- This policy is available on the staff shared network and in the exam folder for inspection

### **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 any of the following Applied General qualifications, OCR Cambridge Nationals, BTEC and Entry Level Certificate follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensure teaching staff delivering reformed GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- For other qualifications, ensure teaching staff follow appropriate instructions issued by the awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

## **Teaching staff**

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

## **Exams Officer**

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

## **Invigilation**

### **Head of centre**

- Ensures relevant support is provided to the Exams Officer in recruiting, training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

### **Exams Officer**

- Recruits additional invigilators where required to effectively cover all exam periods/series throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides training for new invigilators on the 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
- Collects evaluation of training to inform future events

## **Entries: roles and responsibilities**

### **Estimated entries**

#### **Exams Officer**

- Requests estimated or early entry information, where this may be required by awarding bodies, from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Makes candidates aware of the JCQ **Information for candidates – Privacy Notice** at the start of a course leading to a vocational qualification or when entries are submitted to awarding bodies for processing for general qualifications

#### **Curriculum Leaders**

- Provide entry information requested by the Exams Officer to the internal deadline
- Inform the EXAMS OFFICER immediately of any subsequent changes to entry information

## **Final entries**

### **Head of Centre**

- Ensures appropriate controls are in place which allows accurate data to be submitted to the Awarding Bodies

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### **Exams Officer**

- Requests final entry information from CL's in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs CL's of subsequent deadlines for making changes to final entry information without charge
- Confirms with CL's 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

### **Curriculum Leaders**

- 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 confirms information is correct

## **Entry fees**

- Candidates will not be charged for entry fees as these are paid by the Centre
- Late fees and amendments fees are paid by the Departments
- If candidates miss an examination or withdraw after a deadline or do not meet the NEA/coursework requirements, then the reimbursement of the exam fee will be charged to the candidate

## **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

### **Curriculum Leaders**

- 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

## **Private candidates**

Ruskin Community High School doesn't 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 Exams Officer

## **Candidates**

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

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

### **Access arrangements and reasonable adjustments**

#### **SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates' 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)
- 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
- Where relevant, issues relevant awarding body information to candidates
- HoY with support from Exams Officer Informs candidates of the following information via assembly :
  - 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 including WATCHES of any kind
  - when and how results will be issued and the staff that will be available
  - the 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**

- The Curriculum leader will review any request and then inform the Exams Officer if a request of remark/access to papers is required
- The candidate will need to give written consent for this to be processed and reminded of the fact that overall marks can go up, down or stay the same before being processed with the Awarding Bodies
- Candidates will need to pay for the post service request
- The Exams Officer will process the requests
- The Exams Officer will inform the candidate of the outcome of the EAR's and return any scripts applied for
- EAR Services Available (*Enquiries About Results*)
- Please see Appendix 1 – Appeals Procedures Policy

### **Service 1 – Clerical Check**

### **Service 2 – Review of Marking**

**Access to Script – Original** - This is where the original script is returned, this is not to be used if applying for Service 1 and 2 as the script will not be returned until after the deadline has passed

## **Dispatch of Scripts**

### **Exams Officer**

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

## **Estimated Grades**

### **Senior leaders**

- Ensure teaching staff provide estimated grade information to the Exams Officer by the internal deadline (where this still may be required by the awarding body)

### **Exams Officer**

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

## **Internal Assessment and Endorsements**

### **Head of centre**

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

### **SENCo**

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

### **Teaching staff**

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

### **Curriculum 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 Exams Officer to the internal deadline
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the Exams Officer to the internal deadline

### **Exams Officer**

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated samples returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

## **Candidates**

- Authenticate their work as required by the awarding body

## **Invigilation**

### **Exams Officer**

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates experienced invigilators on any regulation changes and any changes to centre-specific processes
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, 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/SENCo regarding the facilitation and invigilation of access arrangement candidates

### **SENCo**

- Liaises with the Exams Officer regarding facilitation and invigilation of access arrangement candidates

### **Invigilators**

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

## **JCQ Centre Inspections**

### **Exams Officer or Senior leader**

- Will accompany the Inspector throughout a visit

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

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

## **Seating and identifying candidates in exam rooms**

### **Exams Officer**

- Ensures a procedure is in place to verify the identity of all candidates

### **Candidate Identification Procedure**

- Ensures that procedures are in place to verify candidates
- 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)
- Candidates have ID cards on desk and place in accordance to the seating plan
- ID cards have the candidate name, Exam Number and Centre Number on
- All ID cards are collected in at the end of the exam

### **Invigilators**

- Follow the procedure for verifying candidate identity provided by the Exams Officer
- Seat candidates in exam rooms as instructed by the Exams Officer on the seating plan
- Put out ID cards on desk double checking they match the seating plan and collect in at the end

## **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 the Exams Officer 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 is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)
- At least two but no more than six members of centre staff are authorised to handle electronic materials. Mainly the Exams Officer and Deputy

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

### **SEnCo**

- Liaises with the Exams Officer 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 Exams Officer to ensure exam rooms are set up according to JCQ and awarding body requirements
- Seating plans will be supplied by the Exam Officer in advance of each exam showing number of desks/chairs required

### **Alternative site arrangements**

#### **Exams Officer**

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site arrangement notification 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

### **Transferred candidate arrangements**

#### **Exams Officer**

- 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**

#### **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
- Liaises with the SENCo over access arrangements

#### **SENCo**

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

#### **Teaching staff**

- Provide exam papers and materials to the Exams Officer
- 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/temporary access arrangements as they arise at the time of exams
- applies for approval through Access Arrangements Online where required or through the awarding body where qualifications sit outside the scope of Access Arrangements Online

#### **Candidate absence**

- Absence is highlighted by Senior Staff when they complete the register whilst lining up students
- Once all candidates are seated, the invigilators will double check missing candidates along with the Exams Officer and in completing the official exam register
- Intervention team will be present to act on phone calls home to investigate the absence

- If no contact is made the intervention team, a visit the home address to collect them will be made
- Candidates will be given the full-time but if not under centre supervision by 10am for morning exams or 2pm for afternoon exams Awarding Bodies will be informed but the full-time will be honoured by the centre
- If the candidate is unable to attend due to illness or any other authorised reason a special consideration request may be applied
- If the candidate fails to attend for any other unauthorised reason they will be charged for the missed exam

### **Invigilators**

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

### **Candidates**

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

### **Candidate behaviour**

- Candidates are fully aware of Ruskin's expectations in the exam rooms
- Disruptive candidates will be dealt with in accordance to JCQ guidelines
- Ruskin has a behaviour policy in place, this can be viewed on the Staff shared network or on the Schools website

### **Candidate belongings**

- On entry to an exam, candidates are shown by the invigilators where to leave their belongings. The centre accepts no liability for their loss or damage.

### **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 the candidate admitted very late to examination room using CAP portal 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**

- Candidates are allowed the full time of the examination
- Candidates are warned if arriving very late their work may not be accepted by the Awarding Body and a report will be submitted by the Exams Officer
- Arrival after 10am for morning exams and after 2pm for afternoon exams is considered very late

### **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 in the secure room
- 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)**

- No food is allowed in the exam room, unless it's a medical need
- Candidates may bring water in clear bottles with labels removed
- Invigilators will check these before the start of an exam

### **Leaving the Examination Room Policy**

- If Candidates leaves the exam room they will be escorted by an invigilator and supervised at all times and **NOT** left alone
- Will not be able to communicate with other people
- Invigilator to log time out and time in on exam incident sheet and reason, this to be handed to the Exams Officer at the end of the exam
- Candidate will be allowed the extra time at the end of the exam if required for the period of absence to ensure full time is given.

## **Conducting Exams**

### **Exams Officer**

- Ensures exam rooms are set up and conducted to meet the requirements of JCQ regulations
- Provides invigilators with appropriate resources to effectively conduct exams in accordance to the 'Exam Checklist'
- 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

### **Emergency Evacuation Policy (Exams)**

- The Exams Officer shares the Emergency Evacuation Policy with the Invigilators at the training session
- Candidates are informed of the procedure at the start of the exam season
- Candidates are to remain seated until the invigilator gives instructions to leave the room
- Candidates are asked to close their booklets and leave them on the desks
- Invigilators will take the registers with them on leaving the exam room
- Candidates will leave via the nearest fire exit and line up well away from the building
- Candidates will be registered by the invigilators in row order in silence
- Once the area is cleared a decision on when to return or to move to another room will be made by senior staff and the Exams Officer
- The policy is available on the staff shared network and in the Exam Policy folder

### **Site staff**

- 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**

- 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**

#### **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**

- Ruskin's behaviour policy is viewable on the school's website
- Candidates are aware of the behaviour standards required for exams
- Invigilators ensure standards of behaviour are met

- For disruptive behaviour the Exams Officer or Senior Staff will remove the candidate
- Any incidents will be logged on the exam incident sheet
- Any incidents of malpractice should be reported to the Exams Officer and Head of Centre where investigations will be carried out

### **Senior leaders**

- Ensure support is provided for the Exams Officer 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 Policy**

#### **Special consideration**

Is a post examination adjustment to a candidate's grade/mark to reflect temporary injury/illness where emergency access arrangements may have been put into place. This forms part of the Access Arrangements policy.

#### **Senior leaders**

- Provide signed evidence to support eligible applications for special consideration

#### **Exams Officer**

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

#### **Candidates**

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

### **Unauthorised items**

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

- In the exam room candidates must **NOT** have access to any item other than what is stated on the instructions on the question paper
- Potential technological/web enabled sources of information, mobile phones, watches, I-Pods, MP3/4 Players are **NOT** permitted.
- Possession of unauthorised items is a serious offence and could result in **DISQUALIFICATION**
- Pencil cases **MUST be CLEAR**
- Having unauthorised Items in the exam room maybe considered as malpractice. This could be subject to penalties in accordance with JCQ *Suspected Malpractice in Examinations and Assessments: Policies and Procedures* - <http://www.jcq.org.uk/exams-office/malpractice>

#### **Invigilators**

- Are informed of the arrangements through training for unauthorised items

### **Internal exams**

#### **Exams Officer**

- Consults with CL's and produces the exam timetable
- Ensures invigilators are briefed on conducting internal exams

- Ensures candidate scripts are returned to teaching staff for marking

### **Invigilators**

- Conduct internal exams as briefed by the Exams Officer
- Standards are set the same as for External Exams

### **Results and post-results: roles and responsibilities**

#### **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
- Ensures 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 ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

##### **Exams Officer**

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

#### **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

##### **Site staff**

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

#### **Post Results Service**

##### **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**

#### **Deputy Headteacher (Ms Szymura in conjunction with the Exams Officer Miss Fenner)**

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the DfE school and college Checking Exercises  
<https://tableschecking.education.gov.uk>

### **Certificates**

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

#### **Certificate Issue Procedure**

- Candidates have the opportunity to attend school on a given evening to collect certificates
- Certificates are only posted out in extreme circumstances, in which case they would be posted out using a trackable service
- Retention of Certificates in 12 months, if not collected they will be destroyed. Exams Officer will hold a central record of any destroyed certificates for 4 years.
- Candidates will need to contact the Awarding Bodies directly for copies of Results statements where a fee is payable. CERTIFICATES will **NOT** be re-issued.

### **Archive Policy**

#### **Exams Officer**

- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy
- Provides an exam archiving policy that identifies information held, retention period and method of disposal

#### **Candidates**

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

## **Exams review: roles and responsibilities**

### **Exams Officer**

- Updates Deputy Headteacher on any exam management or administrative process changes required to develop/improve the various stages of the exam cycle
- Collects and evaluates feedback from staff and candidates. The Exams Officer holds an annual review meeting in the Autumn term for invigilators

### **Senior leaders**

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





# INTERNAL APPEALS PROCEDURES 2023/2024



## **Appeals against Internal assessment decisions (Centre Assessed Marks)**

Certain GCSE and some other qualifications contain components of Non-Examination Assessment (NEA) or units of coursework, which are internally assessed and marked by Ruskin Community High School and then internally standardised. The marks awarded based on the internal assessment decisions contribute to the final grade of the overall qualification.

Ruskin Community High School is committed to ensuring whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification JCQ's regulations for Approved Centres and in line with school policies.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been on compulsory training for this activity. Ruskin is committed to ensuring that work/evidence produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

### ***Review of Marks***

1. Ruskin Community High School will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Ruskin Community High School will inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.
3. The enquiry will normally be led by the Examinations Officer and SLT, providing neither have played any part in the original internal assessment process.
4. Ruskin Community High School will inform candidates that they may request copies of materials (work) and the mark scheme to assist them in considering whether to request a review of the centre's marking of the assessment.
5. Ruskin Community High School will, having received a request for copies of materials, promptly make them available to the candidate. Or for some marked assessment i.e. artwork supervised access would be provided. No access to original assessments without supervision.

6. Ruskin Community High School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. Clear deadlines will be set for this.
7. Requests for reviews of marking **must** be made in writing along with an explanation of what they believe the issue to be. Requests will go to Mr Postlethwaite, as Head of Centre.
8. Ruskin Community High School will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
8. Ruskin Community High School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
9. Ruskin Community High School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. The candidate will be informed in writing of the outcome of the review of the centre's marking.
11. The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, or does not except the outcome of the review, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. Where there are more than one subject teacher/tutor involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking. The moderation process may lead to mark changes which could result in marks going up, down or staying the same. This process is outside the control of Ruskin and is not covered by this procedure.

## **Post Results Services and Appeals – Please read in conjunction with Post Results Procedures**

### **Appeals relating to centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

Each awarding body publishes its arrangements for appeals against its decisions. This procedure confirms Ruskin Community High School complies with JCQ's General Regulations for Approved Centres.

In cases of enquires about results (EAR's), where the school does not uphold a request for such an enquiry, the candidate may normally pay to have an enquiry carried out. Where the candidate wishes to challenge the decision not to hold an enquiry or consequent appeal, a similar procedure to that mentioned above will be carried out, this includes requests for access to scripts. Full details of these services and any deadlines for requesting a service are provided by the Exams Officer prior to results day. The Head of Centre ensures that on results day, senior members of centre staff are present to support, help and advice students on their published results.

The Head of Centre, authorises all EAR's and these are processed by the Exams Officer once candidates have signed a consent form, as set out in the JCQ regulations and they have been fully informed about the movement of marks either way. These requests are then actioned on the online portal.

## Services

- **Service 1** – Clerical Re-recheck
- **Service 2** – Review of Marking
- **Priority Service 2** – This service is only available for externally assessed components of GCE A-level specifications, but 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.

## Access to Scripts

- Copies of scripts to support reviews of marking – *Priority Service to decide if it is worth applying for a review of marking (Copies of Original scripts cannot be used to decide whether or not it's worth applying for a review of marking)*
- Copies of scripts to support teaching and learning

Where a concern is expressed that particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns. Candidates should speak to the Exams Officer on results day so external deadlines for requests can be met.

- Written consent/permission from the candidate will be sort before any request is submitted.
- The candidate will be advised of any fees applied to ATS services

For any moderated components that contribute to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken for individual candidates.
- Consult moderators report to identify issues raised.
- Determine if the centre's internally assessed marks have been accepted without change by the AB.
- Determine if there is ground for a review of moderation for the work of all candidates in the original sample.

## **Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:**

- Inform the candidate that written consent is needed for a review of marking request along with the fee payable by the set deadline
- Advise candidate to access a copy of the his/her script to support a review of marking, deadline applies.
- After accessing the script to consider the marking, then if a request to review is still required this must be submitted before the given deadline.
- Inform the candidate that a review of moderation cannot be requested for individual candidates or work that wasn't in the original sample.

If the candidates (or parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the Head of Centre, Mr D Postlethwaite, in writing prior to the deadline given by the Exams Officer.

The appellant will be informed of the outcome of the appeal in writing.

Following the outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications, Post Results Services and JCQ Appeals booklet will be consulted to determine the acceptable grounds for a preliminary appeal.

Candidate's parents/carers are not permitted to make direct representations to the Awarding Bodies.

The internal appeals form (Appendix 1) should be completed and submitted to the centre within 10 days of the notification of the outcome of the review. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 days of receiving the outcome of the review of results process. Fees must be paid by the appellant before the appeal is submitted to the awarding body. The fees are available from the Exams Officer, if the appeal is upheld by the awarding body, this fee will be refunded to the appellant by the centre. All appeals will be logged on the log sheet (Appendix 2).

## **Appeals regarding centre decisions relating to Special Consideration and Access Arrangements**

Ruskin will comply with the regulations governing access arrangements and special consideration as set out in the published JCQ booklet, '*Access Arrangements and Reasonable Adjustments*' and '*A guide to the special consideration process*'

### ***Access Arrangements and Reasonable Adjustments***

- Ruskin Community High School will ensure that all staff who manage and implement access arrangements and special considerations are fully aware of the requirements by JCQ and supported in every way to put into place all arrangements for our students
- SENCo will identify student's needs via testing and putting into place appropriate access arrangements or special considerations through the online portal CAP
- Explore suitable courses, submit applications for reasonable adjustments as required

### ***Failure to comply with regulations could include and impact a candidate's results:***

- Permitting access arrangements which are not supported with evidence
- Putting into place a non-approved access arrangement
- Failing to put into an access arrangement

### ***Special Consideration***

Ruskin Community High School will provide signed evidence to support an application for special consideration, it will apply at the time of assessment for a candidate who was ill on the day of the assessment/exam or had a temporary illness or injury which would impact the candidate's ability to demonstrate their normal level of attainment.

### ***Centre decisions relating to Access Arrangements, Reasonable Adjustments and Special Consideration***

This may include Ruskin Community High School's decision not to make an application for a specific reasonable adjustment/special consideration in circumstances where the candidate does not meet the criteria or there is insufficient evidence to support the application or consideration.

If a candidate or parent/carer disagrees with the decision made and reasonably believes that the centre didn't follow the correct procedures set out by JCQ, they should submit in writing to the Head of Centre setting out the grounds for appeal. The Head of Centre will consult the JCQ publications to confirm the centre did follow and comply with the regulations and inform the appellant of the outcome within 5 working days.

If the appeal is upheld, Ruskin Community High School will proceed to submit the necessary application.

***Appeals regarding centre decisions relating to other Administrative issues:***

Circumstances may arise that cause Ruskin Community High School to make decisions on administrative issues that may affect a candidate's examinations or assessments.

***Where Ruskin Community High School may make a decision that affects a candidate or candidates:***

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within 2 working days of the decision being made known to the appellant). The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre





## Further guidance to inform and implement appeals procedures

### JCQ publications

- General Regulations for Approved Centres  
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services  
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks <https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>