



BURGESS HILL
— GIRLS —

External Examinations Policy – Senior School & Sixth Form

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Responsible for Initiating Review of Policy	Examinations Officer
Committee to Review	SLT
Last Review Date	November 2017
Review Period	Annual
Approved by (Committee and Date)	SLT October 2017
Approved by Board of Governors	JEC October 2017
Effective Date of Policy	November 2017
Next Review Date	November 2018
Related Policies	Child protection policy Data protection policy DBS policy

1. 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's exam process are 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](#)¹]

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

This policy is reviewed annually by November 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. It will be reviewed by the Senior Leadership Team and External Examinations Officer and submitted to the Joint Education Committee for approval.

This policy will be communicated to all relevant centre staff. Each relevant member of staff will be issued with an electronic copy of the policy and their respective roles and responsibilities highlighted to them in a meeting held annually prior to the summer examination season begins.

2. 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."

[GR1]

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)

Suspected Malpractice in Examinations and Assessments (SMEA)
Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting controlled assessment and coursework)

- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to and approves the Head of Centre formal declaration
- 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 6]
- 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

A copy of the Exam Contingency Plan for Burgess Hill Girls is held within School and available on request.

“It is the responsibility of the head of centre to ensure that his/her centre: ...has in place a written examination contingency plan/examinations policy which covers all aspects of examination administration. This will allow members of the senior leadership team to have a robust contingency plan in place, minimising risk to examination administration, should the examinations officer be absent at a crucial stage of the examination cycle. (The examination contingency plan/examinations policy should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)” [GR5]

- Ensures required internal appeals procedures are in place

Internal appeals procedures

A copy of the Internal Appeals Procedure for Burgess Hill Girls is held within School and available on request.

*“The centre agrees to...have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the*

document may be made available to candidates upon request.)”

[GR5]

“The centre agrees to...have available for inspection purposes and draw 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 services 5.14]

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

Disability policy (exams)

A copy of the Disability Policy (Exams) for Burgess Hill Girls is held within School available on request.

“The centre agrees to...recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010†. This must include 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 must be available for inspection purposes.

†for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect ” [GR5]

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

Access arrangements policy

Burgess Hill Girls has robust procedures in place to ensure complete compliance with the annual Access Arrangements and Reasonable Adjustments Booklet published annually.

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

[GR 5.5]

“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 5.4]

- 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 1]

Exams officer

- Understands the contents of annually updated JCQ publications including:
General regulations for approved centres
Instructions for conducting examinations
Suspected Malpractice in Examinations and Assessments
Post-results services (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 Leadership Team

- 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 in Examinations and Assessments
Instructions for conducting non-examination assessments (and the instructions for conducting controlled assessment and coursework)

Special educational needs co-ordinator (SENCO)

- 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

Head of Department (HoD)

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

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCO
- 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.

3. 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, SMEA and NEA (and the instructions for conducting controlled assessment and coursework)

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
- Works with Member of Staff Responsible for Internal Exams

Head of Department

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information

- Informs 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
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

Member of Staff responsible for Internal Exams

- collects information on internal exams to enable preparation for and conduct of internal exams.

Access arrangements

SENCO

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that the School is compliant with the JCQ regulations in the booklet Access Arrangements and Reasonable Adjustments
- 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 **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
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy (exams)

A copy of the Word Processor Policy for Burgess Hill Girls is held within School and available on request.

“It is strongly recommended that a centre has a policy on the use of word processors which it can articulate to parents/carers. Principally, 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...
[AA5.8]

- 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

A decision about separate invigilation rests with the SENCo, who follows JCQ guidelines outlined in the Access Arrangements Booklet:

The SENCO must make their decision based on:

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

Centres must note that candidates are only entitled to the above arrangements if they are disabled within the meaning of the Equality Act. The candidate is at a substantial disadvantage when compared with other non-disabled candidates undertaking the assessment and it would be reasonable in all the circumstances to provide the arrangement. (The only exception to this would be a temporary illness, a temporary injury or other temporary indisposition which is clearly evidenced.) For example, in the case of separate invigilation, the candidate's difficulties are established within the centre (see section 4.1.4, page 16) and known to a Form Tutor, a Head of Year, the SENCo or a senior member of staff with pastoral responsibilities. Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs.

- Evidence of a substantial long term impairment must be confirmed by a letter from a clinician.
- Separate invigilation means accommodation away from the main examination room and may constitute invigilation together with others in a small group not exceeding five candidates.
- The need for provision of separate invigilation for individual candidates will be reviewed regularly.

[See AA 5.16 plus centre-determined criteria]

Senior Leadership Team, Heads of Department, Teaching staff

- Support the SENCO in identifying and implementing appropriate access arrangements

Internal assessment**Head of Centre**

- Ensures an **internal appeals procedure** is in place for a candidate (or parent/carer) to appeal against an internally assessed marks (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

Controlled Assessment Policy

A copy of the Controlled Assessment Policy for Burgess Hill Girls is held within School and available on request.

*“The centre agrees to...have in place, and be available for inspection purposes, a **written** policy with regard to the management of GCSE controlled assessments”*

[GR5]

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

Non-examination Assessment Policy

A copy of the Controlled Assessment Policy for Burgess Hill Girls is held within School and 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 – *The basic principles*, page 4]

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

Senior Leadership Team

- 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

Head of Department

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ *Instructions for conducting controlled assessments* and the specification provided by the awarding body
- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and Entry Level or Project qualifications follow JCQ *Instructions for conducting coursework* and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & 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

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

Exams officer

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

Invigilation**Head of Centre**

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators.
- Determines if additional invigilators will be deployed in practical exams in addition to the subject teacher

Exams Officer

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Together with the Human Resources Department, ensures that the necessary DSB checks and clearance for new invigilators is completed. Fees for these checks are paid by the Centre.
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them

- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams and maintains a record of this event
- 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
- 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 HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

Candidates are selected for their examination entries by the Heads of Department.

Candidates or parents/guardians can request a subject entry, change of level or withdrawal. It is the School's policy that students are prepared for higher tier entry. A Head of Department may recommend entry for the foundation tier following consultation with parents and the Assistant Head Academic.

The Centre will usually accept entries from former students at the School.

The Centre does not act as an examination centre for other organisations.

Entry deadlines are circulated to Heads of Department via email, noticeboard.

Late entries may only be authorised by Heads of Department.

GCSE, AS and A level module retakes are allowed within the rules established by JCQ and the awarding bodies and after consultation with candidates, the Head of Department and the Assistant Head Academic and the Head of Sixth Form.

Head of Department

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately of any subsequent changes to information

Final entries

Exams officer

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

The EO will liaise with HoDs to gather final entry information. This information is collated by the EO and submitted to the awarding bodies through EDI, adhering to the awarding bodies deadlines.

Head of Department

- Provides information requested by the EO to the internal deadline
- Informs 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
- Checks final entry submission information provided by the EO and confirms information is correct

Entry fees

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

GCSE, AS and A level entry examination fees are paid by the candidates unless a request is initiated by the Heads of Department.

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

Head of Department

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

Re-sit entries

Re-sit fees and post result service requests are paid by the candidates.

Private candidates

If the centre is able to accommodate a private candidate/s, a provisional statement of entry and an invoice for examination entry fee(s) will be provided. Final entries will not be submitted to the awarding body until the statement of entry has been authorised and the invoice has been paid.

Transfer of credit

Exams officer

“Arrangements for GCE AS candidates transferring between specifications or awarding bodies midway through a unitised GCE A-level course (having completed and certificated a GCE AS award)”

[JQC GCE AS Transfer of Credit arrangements 2016/17

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- Provides information to relevant centre staff/candidates on transferring credit for GCE AS qualifications
- Meets the awarding body deadline for requesting transfer of credit

Head of Department

- Identify affected candidates to the EO

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

4. Pre-exams: roles and responsibilities**Access arrangements****SENCo**

- 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 her
- Ensures exam information (JCQ information for candidates, 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 exams
 - 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
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5. 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 5]

Enquiry about results and access to scripts documents are issued on results day with awarding body deadlines and relevant fees.

When the EAR application form is completed and signed, this is consent to the enquiry about results being made and a declaration that it is understood that there are three possible outcomes, the original mark is confirmed as correct, lowered or is raised.

All returned scripts will be held within School and available on request.

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

Head of Department

- Ensures 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 internally assessed marks or request a review of the centre’s marking of an assessment (when a centre is required to make reviews available)

SENCo

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

Teaching staff

- Support the SENCO 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

Head of Department

- Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensures teaching staff authenticate candidates' work to the awarding body requirements
- Ensures teaching staff provide required samples of work for moderation to the EO to 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 (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the SENCO regarding the facilitation and invigilation of access arrangement candidates

SENCo

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

Invigilators

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

JCQ 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 including private candidates
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6. Verifying candidate identity procedure

Where the Head of Centre has allowed a senior member of staff, such as a member of the Senior Leadership Team and/or a form tutor (using a rota) to be present in the examination room, he/she can identify the candidates as they enter the examination room.

Candidate I.D. cards are on the desks allowing invigilators to identify candidates at the beginning of the examination for their allocated row(s). Candidates will be invited by name and row to allow invigilators to carry out a cross-check with the candidate cards to establish the identity of all candidates.

*“The centre agrees to... have in place **written** procedures to verify the identity of **all** candidates at the time of the examination or assessment;”*
[GR 5]

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

Invigilators

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

Security of exam materials**Exams officer**

- 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

SENCO

- 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

Transferred candidate arrangements**Exams officer**

- Liaises with the host or entering centre, as required
- Processes requests to the awarding body deadline
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams**Member of Staff Responsible for Internal Exams (in consultation with the 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
- Coordinates invigilation

SENCo

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

Teaching staff

- Provide exam papers and materials **to the Member of Staff Responsible for Internal Exams**
- Support the SENCo in making appropriate arrangements for access arrangement candidates

7. 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

8. Candidate absence

Candidate absence policy and special consideration

Alert the EO if a candidate will not be attending an examination or will be present but unwell or if affected by adverse circumstances. It is often helpful for the invigilator to be aware of any situation that could affect performance in the examination. A visit to our School Nurse would be advised.

Candidates arrive on site, at least 15 minutes prior to the start of the examination and sign in at Croft 2 Performance on the register sheet provided by the EO under the supervision of the section leader on duty. The process for dealing with candidate absence from exams (i.e. with a candidate who has not signed within 15 mins before the beginning of an examination):

- section leader on duty inform the EO who in turn informs RSF
 - RSF telephones the girl's mobile number and then telephones home
 - EO informs HoY/HoD/Boarding House/SLT of the student's absence
- In exceptional circumstances special consideration may be applied for. If applicable the EO to follow up requesting evidence if required however, once an application has been accepted and approved, any adjustment to marks is likely to be minor and no feedback is provided by the awarding bodies.

“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.”*

[ICE14]

Invigilators

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

Candidates

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

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 through training
- Ensure that relevant information is recorded on the exam room incident log

9. Candidate late arrival policy

Students that arrive late should sign in to register at Reception, who will call the EO to collect the late candidate. The late candidate will leave all their possessions with the EO who will escort the candidate to the examination and brief the invigilators. If arriving more than one hour after the published starting time for the exam, the candidate will be warned that the awarding body may not accept their work. A red card will be placed on the candidate's desk to remind the invigilators that the candidate was late and will finish at a different time to the rest of the examination cohort.

*“**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.” [ICE14]

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 and an exam room 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 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
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- 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 clash candidates have completed the exam

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

10. Food and drink in exam rooms

Candidates may bring a drink (ideally still water), in a clear bottle, free from packaging and with all labels removed. No carbonated drinks, cans or pouches will be allowed due to the risk of spillage. No food items or chewing gum are allowed.

“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 11]

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 Leadership Team

- 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

11. Emergency Evacuation Policy

A copy of the Emergency Evacuation Policy for Burgess Hill Girls is held in School and is 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.”* [ICE18]

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

12. Managing behaviour

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full examination time at the discretion of the Examinations Officer or Lead Invigilator.

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

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

Senior Leadership Team

- 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

13. Special consideration policy

Please also refer to candidate absence policy above.

Should a candidate be ill before an examination, suffer bereavement or other trauma, be taken ill during the examination itself or otherwise disadvantaged or disturbed during an examination, then it is the candidate's responsibility to alert the Centre, the Examinations Officer, or the invigilator, to that effect.

The candidate must support any special consideration claim with appropriate evidence.

The Examinations Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the examination.

Candidates

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

Unauthorised materials

14. Arrangements for unauthorised materials taken into the exam room

Candidates are reminded of prohibited items before they enter the exam room and again once they have entered the exam room. Any unauthorised materials taken into the exam room will be dealt with according to the formal sanctions outlined in the Suspected Malpractice in Examinations and Assessments. Document from JCQ.

Candidates are reminded to leave any personal belongings in the Common Room or Boarding House. The School accepts no responsibility for any items left outside the exam hall. Any mobile device that ring in bags outside the hall and disturbs the candidates within the examination room will be removed and an appropriately severe sanction imposed.

"...any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items."

"Advice: You may wish to ask candidates to place their watches on their desk in sight of the invigilator prior to the examination commencing." [ICE11]

Invigilators

- Are informed of the arrangements through training

Internal exams**Member of Staff Responsible for Internal Exams**

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

Invigilators

- Conduct internal exams as briefed by the EO

15. 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 Leadership Team**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results

Exams officer

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

16. Results day programme

Results not collected on the publication date will be sent by first class post later that day and will not be given over the telephone under any circumstances. A third party may be nominated to collect on behalf of a candidate ONLY if prior written consent has been given to do so. The representative must have proof of identity. Results will only be given out by email to the candidate's (not a family member's) school mail address

under exceptional circumstances and in response to a request to the EO made by the candidate.

Centre staff will be available on results day to discuss results with candidates.

Heads of Department

- Ensure that they are present at the School on results day(s) to deal with subject-specific queries raised by candidates upon receipt of their results.

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 a centre decision
 - not to support an enquiry about results
 - not to appeal against the outcome of an enquiry about results

(Ofqual has announced a series of changes to reviews of marking and appeals which may affect the centre's internal appeals procedures during 2016/17)

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

Assistant Head Academic

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the *secondary school and college (key stage 4/16-18) performance tables September checking exercise and submits data to the ISC data portal.*

Certificates

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

17. Issue of certificates procedure

Certificates are presented in person and collected and signed for.

Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so.

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

18, Retention of certificates policy

The Centre retains certificates for one year. The Examinations Officer manages this.

19. 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

Assistant Head Academic

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

20. 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
- Provides an exam archiving policy that identifies information held, retention period and method of disposal

Exam archiving policy

A copy of the Exam Archiving Policy for Burgess Hill Girls is held within School and available on request.

Appendices

Include any documentation or information here that you have made reference to in the policy that has been provided as an appendix. Number each appendix and start each one on a new page. If no appendices are provided – delete this page. (**Remember** adding or deleting headings from the policy template affects the table of contents which will need updating)

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

DBS policy

