Prudhoe Community High School	
Name of Policy	**Examination Policy**
Named Person	Lou Perree/John-Paul Nesbit
Approved by:	Beth Hudspith, Chair's Action Date: 18/11/2026
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Next review date	Autumn 2027

The purpose of this policy is to ensure that the exams management and administration process is run effectively and efficiently.

This exam policy will ensure that:

- all aspects of the centre exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that
  "... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute" [JCQ General regulations for approved centres1]
- 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.

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.

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

Please see **Appendix A** for Exam Contingency Plans.

- Ensures required internal appeals procedures are in place

Internal appeals procedures

Please see Internal Appeals Procedures.

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

Disability policy (exams)

School's Equality, Diversity and Inclusion Policy and Accessibility Plan set out the centre's arrangements for disabled candidates.

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

"The ***examinations officer or quality assurance coordinator*** *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 (SLT)

- 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 (SENDCo) and Assistant SENDCo

- Are 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

Subject Leader (SL)

- 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 SENDCo
- 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 event

Invigilators

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

Reception staff

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

Site staff

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

Candidates

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

The exam cycle

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

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

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

Planning: roles and responsibilities

1 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

2 Information gathering

Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of mock exams.
- Undertakes an annual information gathering of ALL STAFF for conflict of interests in exams, and notifies awarding bodies of any conflict that is reportable, and all response evidence kept for inspection purposes.

Subject Leader

- 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

3 Access arrangements

SENDCo/Assistant SENDCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- 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)
- 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
- Produces written statement of support per candidate for all centre designated arrangements
- Available for JCQ admin inspection for access arrangements

Leadership team,Subject Leaders, Teaching staff

- Support the SENDCo in identifying and implementing appropriate access arrangements

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

Non-examination assessment policy

The school has a Non-examination assessment policy which is available on the school website www.pchs.org.uk

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*, pa

- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required
- Ensures that a **Exams Contingency Plan** is in place and effective with trained and supported staff in the event of the absence of the EO

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

Subject Leaders

- 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

5. 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
- 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
- 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

1 Estimated entries

Exams officer

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

Estimated entries collection and submission procedure

Estimated entries will be collected from Subject Leaders via a Google form originated from the Exams Office. Submission is completed via the relevant awarding body website when available by Exams staff.

Subject Leaders

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

2 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

Final entries are collected from Subject Leaders via BROMCOM marksheets and submitted to the awarding bodies via EDI.

Subject Leaders

- 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

3 Entry fees

Entry fees are met from the examination budget and this is reviewed annually.

4 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

Subject Leaders

- 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

5 Re-sit entries

Students are responsible for re-sit entry fees and Enquiry About Results fees unless requested by the school and agreed by the Head of Centre. These must be paid to the Finance Officer by the appropriate advertised deadline.

6 Private candidates

It is not school policy to enter external candidates for examinations; however external candidates who wish to appeal this decision should write explaining their reasons in full to the Headteacher.

7 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)"
[JCQ GCE AS Transfer of Credit arrangements 2016/17]

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

Teaching staff

- Identify affected candidates to the EO

8 Candidate statements of entry

Exams officer

- Provides candidates with statements of entry for checking

Teaching staff

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

Candidates

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

Pre-exams: roles and responsibilities

1 Access arrangements

The **SENDCo** Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)

- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

2 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

Access to scripts, enquiries about results and appeals procedures

The centre provides information to all candidates regarding post results via pre exam assemblies and information is also available on the Exams noticeboard.

3 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

4 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)

SENDCo/ Assistant SENDCo

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

Teaching staff

- Support the SENDCo in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internally assessed marks prior to marks being submitted to awarding bodies

Subject Leaders

- 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

5 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 SENDCo regarding the facilitation and invigilation of access arrangement candidates

SENDCo/Assistant SENDCo

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates
- Timetable support staff as appropriate to the candidates need within the shared invigilation rota from the EO

Invigilators

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

6 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]

7 Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify candidate identity including private candidates

Verifying candidate identity procedure

Lower school

The Senior Leadership Team or Head of Year are present at the start of each examination for identification purposes.

Sixth form

Sixth form students wear their identification lanyards issued by the school displaying their photograph and name. Teaching staff will be on hand to check the identification of any students without their ID.

External candidates

Should the centre accept an external candidate they would be required to provide photo id such as a passport.

- 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

8 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

9 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

SENDCo/Assistant SENDCo

- 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

10 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

11 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

SENDCo/Assistant SENDCo

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

Teaching staff

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

Exam time: roles and responsibilities

1 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
- Applications for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

2 Candidate absence

Candidate absence policy

Students absent from examinations are quickly identified by the invigilation staff or centre approved staff present for identification purposes and this information passed to the Exams Officer by means of a walkie talkie or mobile phone. The Exams officer will ensure a telephone call is made home by pastoral staff. Every attempt is made to locate missing students and ensure they are able to access the examination within JCQ regulations. Any candidate arriving after the permitted time is clearly warned that the examination board will be notified and they may not receive a mark for the examination. Any student who misses an examination without a valid medical certificate or other valid reason will be invoiced for the cost of the missed examination fee.

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

3 Candidate behavior

See *Irregularities* below.

4 Candidate belongings

See *Unauthorised materials* below.

5 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

6 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

7 Leaving the exam room

PCHS follows the JCQ ICE booklet instructions for candidates leaving the examination room.

Any candidate leaving the room temporarily for any reason will always be accompanied by either an exam invigilator or one of the exam staff members who all have enhanced DBS certificates.

At the end of the examination candidates must hand in their script, question paper and any other material before they leave the examination room.

8 Overnight Supervision

This is only applied as a last resort and only once all other options have been exhausted. The Head of Centre must be satisfied with any necessary arrangement for overnight supervision of a candidate and must accept full responsibility for the security of the examination throughout.

Candidates must qualify under JCQ criteria before this option can be considered. Candidates are not permitted to take an exam on an earlier day than that scheduled on the timetable.

Overnight supervision declaration forms must be completed

9 Dispatch of exam scripts

Exams officer

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

10 Exam papers and materials

Exams officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Keeps a 'JCQ - Second pair of eyes' log 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
- Keeps a log of receipt and audit of exam papers against the centre timetable upon delivery
- 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
- 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

11 Exam rooms

Head of centre

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

Food and drink in exam rooms

Water is allowed in the examination room at the discretion of the head of centre. However, this is on the condition that the water is in a clear plastic bottle free from packaging and all labels are removed." [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 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

Please see separate Emergency Evacuation Policy **&** the Personal Emergency Evacuation Procedure.

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

12 Irregularities

Head of centre

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

Senior leaders

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

Exams officer

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

Invigilators

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

13 Malpractice

See *Irregularities* above.

14 Special consideration

Exams officer

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

Candidates

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

15 Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

"…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

16 Internal exams

Exams officer

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

Invigilators

- Conduct internal exams as briefed by the EO

Results and post-results: roles and responsibilities

1 Internal assessment

Subject Leader

- 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

2 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 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

Site staff

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

3 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

4 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

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

5 Analysis of results

Data Manager

- 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*

6 Certificates

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

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
- Candidate must sign to collect their certificates.

Review: roles and responsibilities

Exams officer

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

Senior leaders

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

Retention of records: roles and responsibilities

Exams officer

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

Process to check assessors qualifications

Qualifications and experience of staff who are assessors in all subject areas is checked upon application prior to appointment to their roles. Ongoing training on assessment takes place as and when is needed, for example, when a new course is introduced.

Procedures to Access Scripts

In order to access scripts students must complete a 'Post Results Service Form'. This form allows students to request the following:

- A clerical re-check
- A review of marking
- A copy of their exam script.

The form must be returned to the exams officer, with payment, along with the signed consent form before it can be processed.

Monitoring of this policy

What?	How?	When?
On receipt of updated JCQ regulations	**The policy will be updated to reflect any new regulations**	**At least annually in the Autumn term or more frequently if changes occur.**

Appendix A

Exam Contingency Plan

Purpose of the plan

This plan examines potential risks and issues that could cause disruption to the

management and administration of the exam process at Prudhoe Community High School. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

Alongside internal processes, this plan is informed by scenarios contained in the *Joint contingency plan in the event of widespread disruption to the examination system in England, Wales and Northern Ireland.*
This plan complies with JCQ general regulations (section 5) in that:
The centre agrees to *"have 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;"*

Causes of potential disruption to the exam process:

1. Exam officer extended absence at key points in the exam process (cycle)

Key tasks required in the management and administration of the exam cycle not undertaken including:

Planning

- annual data collection exercise not undertaken to collate information on qualifications and awarding body specifications being delivered
- annual exams plan not produced identifying essential key tasks, key dates and deadlines
- sufficient invigilators not recruited and trained

Entries

- awarding bodies not being informed of early/estimated entries which prompts release of early information required by teaching staff
- candidates not being entered with awarding bodies for external exams/assessment
- awarding body entry deadlines missed or late or other penalty fees being incurred

Pre-exams

- exam timetabling, rooming allocation; and invigilation schedules not prepared
- candidates not briefed on exam timetables and awarding body information for candidates
- exam/assessment materials and candidates' work not stored under required secure conditions
- internal assessment marks and samples of candidates' work not submitted to

awarding bodies/external moderators

Exam time

- exams/assessments not taken under the conditions prescribed by awarding bodies
- required reports/requests not submitted to awarding bodies during exam/assessment periods e.g. very late arrival, suspected malpractice, special consideration
- candidates' scripts not dispatched as required to awarding bodies

Results and post-results

- access to examination results affecting the distribution of results to candidates
- the facilitation of the post-results services

Centre actions:

- in the event of the Examinations Officer being absent the deputy (currently the Data Manager) who is also a secure key holder will deputise in all aspects of the role with the support of the Office Manager (former EO)
- The Examinations Officer prepares an annual work stream of key tasks at the start of each academic year to ensure a smooth take over should the need arise.

2. SENDCo/Assistant SENDCo extended absence at key points in the exam cycle

Key tasks required in the management and administration of the access arrangements process within the exam cycle not undertaken including:

Planning

- candidates not tested/assessed to identify potential access arrangement requirements
- evidence of need and evidence to support normal way of working not collated

Pre-exams

- approval for access arrangements not applied for to the awarding body
- modified paper requirements not identified in a timely manner to enable ordering to meet external deadline
- staff providing support to access arrangement candidates not allocated and trained

Exam time

- access arrangement candidate support not arranged for exam rooms

Centre actions:

In the event of the SENCO being absent, the SEND department will be supported by the HTLA's and the Student Welfare Manager who are able to deputise during absences.

3. Teaching staff extended absence at key points in the exam cycle

Key tasks not undertaken including:

- *Early/estimated entry information not provided to the exams officer on time; resulting in pre-release information not being received*
- *Final entry information not provided to the exams officer on time; resulting in*:
  - *candidates not being entered for exams/assessments or being entered late*
  - *late or other penalty fees being charged by awarding bodies*
- *Internal assessment marks and candidates' work not provided to meet submission deadlines*

Centre actions:

- In the event of teaching staff absences it would be the Subject Leader's responsibility to provide the information to the Exams Officer to meet all internal deadlines. If the Subject Leader were to be absent then the Second in Department Leader would then deputise.
- The exams officer would be responsible for ensuring communication between the Department and Senior Lead Team about any concerns that an absence would affect the examinations process.

4. Invigilators - lack of appropriately trained invigilators or invigilator absence

- Failure to recruit and train sufficient invigilators to conduct exams
- Invigilator shortage on peak exam days
- Invigilator absence on the day of an exam

Centre actions:

- Exams Officer is also the Supply Cover Officer and would in good time ensure that all planned exams sessions would be adequately staffed using the Cover Supervisor or any willing Teaching Staff if a short notice absence arose.
- In the event of not being able to recruit sufficient invigilation then agency staff would be booked in advance of the session – where possible to use staff that are familiar within the centre.

5. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice

- Exams officer unable to identify sufficient/appropriate rooms during exams timetable planning

- Insufficient rooms available on peak exam days
- Main exam venues unavailable due to an unexpected incident at exam time

Centre actions:

- Exam Rooms would take priority over other school needs (other than teaching) during an exam session
- In the event of an unexpected incident the exam room could be split over many smaller rooms and re-organised elsewhere in centre or in the FUSE Media building on centre site.
- In the event of a centre closure the Exams team would approach community venues and other local feeder schools to arrange alternative accommodation.

6. Failure of IT systems

- MIS system failure at final entry deadline
- MIS system failure during exams preparation
- MIS system failure at results release time

Centre actions:

- The Examinations Officer would ensure that all internal deadlines for final entries are set with a contingency time built in to be able to deal effectively with IT failure.
- The centre should report any MIS faults to Bromcom support to be logged as a matter of urgency as Bromcom is cloud based and there is no server backup version to work offline with.
- In the event of MIS failure at results release time, the exams officer would access Statement of Results files from the Awarding Bodies and results could be distributed as normal.

7. Disruption of teaching time – centre closed for an extended period

- Centre closed or candidates are unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning

  The centre to communicate with parents, carers and students about the potential for disruption to teaching time and plans to address this. [Joint Contingency Plan (JCP) scenario 1]

Centre actions:

- Where there is disruption to teaching time and students miss teaching and learning, it remains the responsibility of the centre to prepare the students adequately for examinations.
- In the case of modular courses, the centre may advise candidates to sit examinations in the next available series

- The centre should have plans in place to facilitate alternative methods of learning and make use of distance learning methods such as Google Classroom, the school website and Facebook.
- Priority would be given to remain open in a reduced capacity for exam classes and only close to those students not entered for examinations in the forthcoming exam series.

8. Candidates unable to take examinations because of a crisis – centre remains open

- Candidates are unable to attend the examination centre to take examinations as normal

  The centre to communicate with relevant awarding organisations at the outset to make them aware of the issue. The centre to communicate with parents, carers and candidates regarding solutions to the issue. [JCP scenario 2]

Centre actions:

- Centre to liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with the JCQ
- Centre to offer candidates any missed examinations at the next available series
- Centre to apply for special consideration for candidates that have met the minimum requirements. Candidates are only eligible for special consideration if they have been fully prepared and have covered the whole course but are affected by circumstances beyond their control. If a candidate chooses not to sit an examination for other reasons they should be made aware that special consideration rules will not apply.

9. Centre unable to open as normal during the exams period

- Centre unable to open as normal for scheduled examinations

  A centre which is unable to open as normal for examinations must inform each awarding organisation with which examinations are due to be taken as soon as possible. [JCP scenario 5]

  As part of their general planning for emergencies, the centre should cover the impact on examinations. The responsibility for deciding if it is safe to open the centre lies with the Head of Centre. The Head is responsible for taking advice, or following instructions from relevant local or national agencies in deciding whether they are able to open.

Centre actions:

- Centre to open for examinations and examination candidates only, if possible centre to use alternative venues in agreement with JCQ (e.g. FUSE Media Centre, Spetchells Centre, Sports Hall)
- Centre may offer candidates an opportunity to sit any examinations missed at the next available series

- Centre to apply for to awarding bodies for special consideration for candidates that have met the minimum requirements

10. Disruption in the distribution of examination papers

- Disruption to the distribution of examination papers to the centre in advance of examinations

  The centre to communicate with awarding organisations to organise alternative delivery of papers. [JCP scenario 3]

- Awarding organisations to source alternative couriers for delivery of hard copies
- Awarding organisations to provide centre with electronic access to examination papers via secure network
- Awarding bodies to fax examinations papers to centre if electronic transfer is not available

Centre actions:

- The Examinations Officer would need to ensure that copies are received and stored under secure conditions.
- Examination Officer and/or supporting staff available to have papers emailed to the centre.
- Facilities on site to enable large volumes of examination materials and sufficient space for secure storage in the Examination Secure Store.

11. Disruption to the transportation of completed examination scripts

- Delay in normal collection arrangements for completed examination scripts

The centre to communicate with relevant awarding organisations at the outset to resolve the issue. [JCP scenario 4]

Recommended Actions:

Centre actions:

- In the first instance Centre to seek advice from awarding organisations and normal collection agency regarding collection. Centre is not to make its own arrangements for collection without approval from awarding organisations.
- Centre to ensure secure storage of completed examination scripts until secure collection can be arranged.

12. Assessment evidence is not available to be marked

- Large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked

It is the responsibility of the head of centre to communicate this immediately to the relevant awarding organisation(s) and subsequently to students and their parents or carers. [JCP scenario 6]

Centre actions:

- Awarding organisations to generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations in consultation with the regulators, and applied for by the Centre on a JCQ lost or damaged coursework form.
- Candidates to retake affected assessment at a subsequent assessment window.

13. Centre unable to distribute results as normal

- Centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services

  Centres to contact awarding organisations about alternative options. [JCP scenario 11]

Centre actions:

- Centre to make arrangements to access its results at an alternative site/via email/ Via MCAS App to students.
- Centre to make arrangements to coordinate access to post results services from an alternative site/via email to students.
- Centre to share facilities with other centres if this is possible.

Causes 7-13 – all scenarios, criteria and specific communications have been taken directly from the *Joint contingency plan in the event of widespread disruption to the examination system in England, Wales and Northern Ireland*

Further guidance to inform and implement contingency planning

Ofqual
Joint contingency plan in the event of widespread disruption to the examination system in England, Wales and Northern Ireland
https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/joint-contingency-plan-in-the-event-of-widespread-disruption-to-the-examination-system-in-england-wales-and-northern-ireland

JCQ

General regulations

http://www.jcq.org.uk/exams-office/general-regulations

Guidance on *alternative site arrangements*

http://www.jcq.org.uk/exams-office/forms

Instructions for conducting examinations

http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations

A guide to the special consideration process

http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance

GOV.UK
Emergencies and severe weather: schools and early years settings
https://www.gov.uk/emergencies-and-severe-weather-schools-and-early-years-settings

Teaching time lost due to severe weather conditions
https://www.gov.uk/government/publications/teaching-time-lost-due-to-severe-weather-conditions/teaching-time-lost-due-to-severe-weather-conditions

Dispatch of exam scripts guide: Ensuring the service runs smoothly; Contingency planning
https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service/dispatch-of-exam-scripts-guide