



Trinity Catholic High School

Examination Policy 2024-2025

(Reviewed Autumn 2024)

THESE PROCEDURES ARE REVIEWED REGULARLY TO ENSURE COMPLIANCE WITH CURRENT REGULATIONS

**Date of next
review**

**September
2025**

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Purpose of the policy

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

- All aspects of the centre exam process is documented and other relevant exams-related policies, procedures and plans are signposted, thus
“...minimising risk to examination administration and any adverse impact on students, should the head of centre, relevant senior leader(s), examinations officer or any other key staff essential to the examination process be absent at a critical stage of the examination cycle.”
[JCQ Notice to Centres – examination contingency plan/examinations policy]
- The workforce is well informed and supported.
- Exam candidates understand the exams process and what is expected of them.
- 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 always maintained and is not brought into disrepute”.
[JCQ General Regulations for approved centres (GR) 1]

This policy will be communicated to all relevant centre staff and will be published / available to staff, students and parents as follows:

- a) Posted on Trinity’s School Website.
- b) Circulated to all staff through the school intranet.
- c) Hard copies will be made available to staff / students / parents whenever requested.
- d) All exam invigilators will be provided a copy of this policy.

This policy will be 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.

The Examinations Manager is responsible for the annual review and any required update of this policy.

The Headmaster is the Head of Centre and is responsible for the approval and sign-off of this policy.

Qualifications

- The qualifications offered at Trinity Catholic High School are decided by the Heads of Department (HoDs), and ratified by the Headmaster and his Senior Management Team (SMT).
- The qualifications offered are GCE, GCSE, Entry level, BTEC, Functional Skills and ASDAN.
- The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there has been a change of specification from the previous year, the exams office must be informed by 1st of September in that year.
- Informing the Examinations Officer of changes to a specification is the responsibility of the Heads of Department.
- Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the subject teachers, HOD’s and SMT.

Roles and Responsibilities

The Headmaster:

“The Headmaster is responsible to the awarding bodies for making sure all examinations and assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.

The Headmaster will ensure:

- The National Centre Number Register (NCNR) annual update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to.

- The Exams Manager (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.
- Conflicts of interest are managed by informing the awarding bodies before the published deadline for entries for each examination series of:
 - any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
 - any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; and

maintains internal records of all instances where:

 - exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
 - centre staff are taking qualifications at their centre which do not include internally assessed components/units;
 - centre staff are taking qualifications at other centres.
- Centre staff are supported and appropriately trained to undertake key tasks within the exams process.
- Centre staff will undertake key tasks within the exams process and meet internal deadlines set by the EO.
- *“Ensure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during the examination”* [JCQ ICE 12.6]
- Security within the examination process is managed as per JCQ and awarding body regulations, guidance and instructions.
- Demonstrate familiarity with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations;>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration;>
 - <https://www.jcq.org.uk/exams-office/coursework>
 - <https://www.jcq.org.uk/exams-office/non-examination-assessments>
 - <http://www.jcq.org.uk/exams-office/malpractice>
- Risks to the exam process are assessed and appropriate risk management processes and contingency plans are in place
 - a) Exam contingency plan
 - b) Internal appeals procedure
 - c) Disability policy
 - d) Word processor policy
 - e) Invigilation within the centre
 - f) Controlled assessment policy
 - g) Child protection Policy
 - h) Data Protection Policy
 - i) DBS Policy

Exams Manager (EO):

“The EO 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.” The Headteacher may not appoint themselves as the Examinations Officer.

The EO will:

- Manage the administration of public and internal exams at Trinity Catholic High School.
- Be familiar with the contents of annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations;>

- <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>;
 - <https://www.jcq.org.uk/exams-office/non-examination-assessments>;
 - <https://www.jcq.org.uk/exams-office/coursework>;
 - <http://www.jcq.org.uk/exams-office/malpractice>;
 - <https://www.jcq.org.uk/exams-office/post-results-services>;
 - <https://www.jcq.org.uk/exams-office/appeals>;
 - <https://www.jcq.org.uk/exams-office/results-and-certification>;
- Be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines.
 - Advises the SMT, HODs, Subject leaders and Form tutors and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies.
 - Oversees the production and distribution to staff, governors and candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
 - Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them.
 - Consults with HOD's and teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines.
 - Provides and confirms detailed data on estimated entries.
 - Receives, checks and securely stores all exam papers and completed scripts.
 - Provision of IT equipment to help students with special access to achieve their course aims
 - Identifies and manages exam timetable clashes.
 - Accounts for income and expenditures relating to all exam costs/charges.
 - Line manages the senior exam invigilator
 - Recruit, train and deploy a team of invigilators; appoint lead invigilators, as required
 - Supports teaching staff accessing exam board websites to submit their candidates' coursework marks;
 - Despatches hard copy coursework and any other materials requested by the exam board to their nominated moderator, courier must have a tracking system.
 - Stores returned coursework and any other material required by the appropriate awarding bodies and informs teaching staff. If not collected by teaching staff, materials to be securely destroyed as detailed in archiving policy.
 - Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SMT, any appeals/re-mark requests.
 - Maintains systems and processes to support the timely entry of candidates for their exams.

Special Educational Needs Co-ordinator (SENCo)

- Will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>;
- Will lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements').
- Makes applications for special consideration through Access Arrangements Online.
- If not the qualified specialist assessor, will work with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process.
- Will present when requested by a JCQ inspector, evidence of the specialist assessor's qualification.

- Will ensure compliance with the expectation from JCQ that: *“Evidence of the specialist assessor’s qualification(s) must be held on file for inspection purposes. The documentation must be presented to the JCQ Centre Inspector by the SENCo.”*

Senior Management Team (SMT):

- Will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>;
 - <http://www.jcq.org.uk/exams-office/malpractice>
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice – Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments](#)
- Ensure that teaching staff undertake key tasks as detailed in this policy within the exams process and meet internal deadlines set by the EO and SENCo
- Ensure teaching staff keep themselves updated with the awarding body subject and teacher specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

Heads of Department (HoDs)

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

Teaching staff

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

Invigilators

- Will attend training, updates, briefing and review sessions as required.
- Will provide information as requested on their availability to invigilate.
- Will sign a confidentiality and security agreement.

Reception staff

- Will support the EO in dealing with exam-related deliveries and dispatches with due regard to security at all times.

Site staff

- Will 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

Planning

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

The Headmaster will:

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

The EO will:

- Inform relevant centre staff of JCQ and awarding body documentation relating to the exam process that has been updated.
- Signpost relevant centre staff to information that should be provided to candidates.
 - <https://www.jcq.org.uk/exams-office/information-for-candidates-documents>
- As the centre administrator, approve relevant access rights for centre staff using awarding body secure extranet sites.
- Undertake an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct.
- Collate all data into one central point of reference.
- Research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications.
- Produce an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; inform key centre staff of internal deadlines.

HODs will:

- Ensure that requests for information from the EO are fully addressed.
- Meet the internal deadline for the return of information.
- Inform the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body.
- Familiarise themselves and their staff with the annual exams plan of internal deadlines.

The SENCo will:

- Assess affected candidates (or work with the appointed specialist assessor) to identify which access arrangements requirements are the most suitable/appropriate for each candidate.
- Gather evidence of need to support access arrangements.
- Liaise with teaching staff to gather evidence of normal way of working.
- Gather signed data protection notices from candidates where required.
- Apply for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO.

- Keep relevant evidence on file for JCQ inspection purposes.
- Liaise with the EO regarding exam time arrangements for access arrangement candidates.
- Ensure that staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular access arrangement(s).
- Provide and annually review a centre policy on the use of word processors in exams and assessments.

Exam Entries

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

The EO will:

- Request 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.
- Request final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met.
- Inform HoDs of deadlines for making changes to final entry information without charge.
- Confirm with HoDs final entry information that has been submitted to awarding bodies.
- Ensure as far as possible that entry processes minimise the risk of entries or registrations being missed and reduce the potential for late or other penalty fees being charged by awarding bodies.
- Have clear entry procedures in place to minimise the risk of late entries.
- Provide candidates with statements of entry for checking.
- Provide information to relevant centre staff/candidates on transferring credit for GCE AS qualifications.
- Meet the awarding body deadline for requesting transfer of credit.
- Provide an annual training event for new invigilators and an update event for invigilators in the conduct of exams. Training will be carried out either 'in-person' or online using a recognised provider i.e 'The Exams Office'.
- Ensure invigilators supervising access arrangement candidates understand their role (and the role of a role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s).
- Collect evaluation of training to inform future events.
- Ensure criteria for candidates allowed separate invigilation within the centre is clear, meets the requirements of JCQ access arrangements and best meets the needs of individual candidates and remaining candidates in main exam rooms.
- Ensure an internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision.
- Ensure a policy for the management of controlled assessment is in place, identifying staff responsibilities and examining potential risks.
- Ensure that irregularities are investigated, and any cases of suspected malpractice reported to the awarding body, as required.

HoDs will:

- Provide information requested by the EO to the internal deadline.
- Inform the EO immediately of any subsequent changes to information.
- Provide information requested by the EO to the internal deadline.
- Inform the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes:

- Changes to candidate personal details
- Amendments to existing entries
- Withdrawals of existing entries
- Check final entry submission information provided by the EO and confirm information is correct.
- Minimise the risk of late entries by following procedures identified by the EO in relation to making final entries on time and by meeting internal deadlines identified by the EO for making final entries.
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO.
- Support the SENCo in determining and implementing appropriate access arrangements

Candidates (or parents/carers) will:

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

Pre Exams

The SENCo will:

- Allocate centre staff to facilitate access arrangements for candidates in exams and assessments.
- Ensure candidates are informed of the access arrangements that are in place for their exams and assessments.
- Liaise with the EO regarding facilitation and invigilation of access arrangement candidates.

The EO will:

- Issue individual exam timetable information to candidates.
- Issue relevant JCQ information for candidates.
- Where relevant, issue awarding body information to candidates.
- Issue centre exam information to candidates which will include information on:
 - Exam clashes
 - Arriving late for an exam
 - Absence or illness during exams
 - What equipment is/is not provided by the centre
 - When results and certificates will be issued
 - The post-results services and how the centre will “... *deal with candidates’ access to scripts, enquiries about results and appeals to the awarding bodies...*” [JCQ [GR 5](#)]
- Identify and confirm arrangements for the dispatch of candidate exam scripts with the DfE ‘yellow label service’ or the awarding body where qualifications sit outside the scope of the service.
- Submit estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body).
- Keep a record to track what has been sent.
- Submit marks and samples to awarding bodies/moderators to meet the external deadline.
- Keep a record to track what has been sent.
- Log moderated work returned to the centre.
- Teaching staff are aware of the guidelines in terms of retention and subsequent disposal of candidates’ work.
- Provide an invigilation handbook or brief invigilators accordingly.
- Deploy invigilators effectively to exam rooms throughout an exam series.
- Allocate invigilators to exam rooms as per the required ratios.
- Liaise with the SENCo regarding the facilitation and invigilation of access arrangement candidates.
- Ensure a procedure is in place to verify candidate identity.

HODs will ensure that teaching staff:

- Provide estimated grade information to the EO to the internal deadline (where this still may be required by the awarding body).
- Provide marks for internally assessed components of qualifications to the EO to the internal deadline.
- Authenticate candidates' work as per awarding body requirements.
- Provide required samples of work for moderation to the EO to the internal deadline.

Candidates will:

- Authenticate their work as required by the awarding body.

Invigilators will:

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

JCQ inspection visit

- A member of SMT or the EO will be prepared "to accompany the Inspector **throughout** the course of his or her centre visit, including inspection of the centre's secure storage facility."
- Understands that the JCQ Centre Inspector will identify him/herself with a photo ID card and must be accompanied throughout his/her tour of the premises including the inspection of the centre's secure storage facility

Security of exam materials

The EO will:

- Receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements.
- Will check exam materials and ensure that deliveries are logged properly.
- Ensure that confidential exam materials are stored immediately in the secure storage facility and only authorised personnel will be allowed to access these.
- Maintain a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential.
- Ensure that question paper packets are arranged in timetable order as this will reduce the possibility of opening a question packet at the wrong time.
- Ensure that all "secure materials" and "student answer scripts" are stored securely both before and after examination sessions.
- The Exams Manager and their assistant/designated Exams staff member will carry out the 'Second Pair of Eyes Check', in accordance with JCQ requirements, to ensure that confidential materials are double checked before they are removed from the secure storage facility and opened. This will ensure that exam materials are not taken out of the secure storage facility at the wrong time.

Reception staff will:

- Inform the Exams Manager immediately whenever examination materials are delivered to the centre.
- Follow the process to record confidential materials delivered to the centre.
- If the Exams Manager is unavailable, then the materials are signed for and locked in secure storage. The Exams Manager will be informed of the delivery.

- Envelopes / boxes containing confidential materials are signed for using a log (kept at reception) for recording the delivery of “confidential Exam materials”. This log will include awarding body references, number of boxes received, date of delivery and signature of staff receiving the materials.

Teaching staff will:

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

Secure Storage:

At Trinity, the secure exams storage facility conforms to the description of a “locked box in a locked box” as the secure facility in turn contains secure locked safes. The secure exams storage facility is for the sole use of examinations. It contains examination-related material and nothing else.

- The only persons authorised to access the centre’s secure storage facility are the Headmaster, the Exams Manager, Exams Assistant, the First Deputy, the Director of Site and, when approved by the Exams Manager, the Senior Exams Invigilators.
- There are only 2 sets of keys that allow access to the centre’s exams secure storage facility. These keys are kept in secure wall mounted key-code safes in the following locations – Exams Manager’s office and the Director of Site’s Office.
- The access codes to the key-safes are known only to the Headmaster, the Exams Manager, the First Deputy and the Director of Site.

Exam Timetables / Rooming / Seating

The EO will:

- Produce a master centre exam timetable for each exam series.
- Identify and resolve candidate exam clashes.
- Identify exam rooms and specialist equipment requirements.
- Allocate invigilators to exam rooms as per the required ratios.
- Liaise with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements.
- Liaise with the SENCo regarding rooming of access arrangement candidates.
- Provide seating plans for exam rooms as per JCQ and awarding body requirements.
- Ensure that there are clear procedures to verify the identity of **all** candidates at the time of the examination or assessment.

Invigilators will:

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

Verifying Candidate Identity Procedure

External Candidates:

- Must provide photo ID (passport / driver licence / National ID Card etc) as proof of identity.
- The EO will be responsible for checking the identity of all external candidates.

Internal Candidates:

- “Candidate Photo Cards” will be prepared for all internal students. Each ID card will contain a photograph of each candidate and will state the candidate’s unique exam number.
- The Candidate Photo Cards will be used to identify each individual candidate’s seating place as set out in the Exam Seating Plan.
- Before the commencement of each exam the invigilators will:
 - a) Complete the attendance register for each exam (prepared by the EO).
 - b) Validate the identity of all candidates via a 1:1 face identification process – comparing the candidate that is present with the “Candidate Photo Cards”.
 - c) Irregularities identified during the candidate validation process are recorded in the Exam Incident Log and reported to the EO. The EO will assess any matter that is referred and will advise the invigilators on how to proceed.
 - d) The Photo ID Cards are collected in at the end of the exam and stored for possible use in subsequent exams.

The Exam Cycle – Conducting Exams

The SMT will:

- Ensure that the venues used for conducting exams meet the requirements of JCQ and awarding bodies.
- Ensure only approved centre staff are present in exam rooms.

- Ensure that information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates.
- 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.
- Ensure a documented emergency evacuation procedure is in place.

The EO will:

- Ensure that exams are conducted as per JCQ and awarding body instructions.
- Dispatch scripts as instructed by JCQ and awarding bodies.
- Maintain appropriate records to track dispatch of exam papers.
- Organise exam question papers and associated confidential resources in date order in secure storage.
- Attach erratum notices received to relevant exam question paper packets.
- Collate attendance registers and examiner details in date order.
- Regularly check mail or inbox for updates from awarding bodies.
- Ensure exam rooms are set up as instructed by JCQ and awarding bodies.
- Provide invigilators with appropriate resources to effectively conduct exams.
- Ensure sole invigilators have an appropriate means of summoning assistance.
- Ensure invigilators understand how to deal with candidates who may need to leave the exam room temporarily.
- Provide authorised exam materials which candidates are not expected to provide themselves.
- Brief invigilators on exams to be conducted on a session by session basis.
- Ensure invigilators and candidates are aware of the emergency evacuation procedure.
- Provide cover sheets for access arrangement candidates' scripts where required for particular access arrangements.
- Have a process in place to deal with emergency access arrangements as they arise at the time of exams – applications will be made through AAO where required or through the awarding body where qualifications sit outside the scope of AAO.

Invigilators will:

- Conduct exams in every exam room as instructed in training/update events and briefing sessions.
- Be informed of the arrangements through training.
- Conduct internal exams as briefed by the EO.
- Ensure that nobody other than other Invigilators, Head of Centre, Exams staff or designated Senior members of staff, are in the Exam room for the duration of the exam session.
- Be 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.
- Be informed of the policy/process for dealing with late/very late arrival candidates through training.
- Ensure that relevant information (such as late arrivals) is recorded on the exam room incident log.

Candidates will:

- Be required to remain in the exam room for the full duration of the exam.
- Be re-charged relevant entry fees for unauthorised absence from exams.

The Exam Cycle – Results and Post-Results

HODs will:

- Ensure that 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.
- Ensure that work is returned to candidates or disposed of according to the requirements.

SMT will:

- Identify centre staff who will be involved in the main summer results day(s) and their role.
- Ensure the centre is open and accessible to centre staff and candidates, as required.
- Ensure an **internal appeals procedure** is available where candidates disagree with the centre decision:
 - a) not to support an enquiry about results
 - b) not to appeal against the outcome of an enquiry about results
- Work with the EO to produce a plan to action any required improvements identified in the exam review process.

The EO will:

- Inform candidates in advance of when and how results will be released to them.
- Access results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- Resolve any missing or incomplete results with awarding bodies.
- Issue statements of results to candidates on publication of results.
- Provide summaries of results for relevant centre staff on publication of results.
- Provide information to candidates and staff on the services provided by awarding bodies and the fees charged.
- Publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- Provide a process to record requests for services and collect candidate informed consent and fees where relevant.
- Submit requests to awarding bodies to meet the external deadline.
- Track requests to conclusion and inform candidates and relevant centre staff of outcomes.
- Update centre results information, where applicable.
- Following the publication of results, the EO will:
 1. Provide analysis of results to appropriate centre staff
 2. Provide results information to external organisations where required
 3. Undertake the [Key Stage 4/16-18 Performance Tables checking exercise](#)
- Provide SMT 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.
- Collect and evaluate feedback from staff, candidates and invigilators to inform review.

Candidates will:

- Meet internal deadlines to request the services.
- Provide informed consent and fees, where relevant.

Unforeseen Events

Late Arrival to Exams:

- All candidates will be advised (through assemblies, Exam Handbook for Students, circulars to parents etc) that they risk disqualification from an exam if they are late for the published start time.
- Persistent lateness for exams can result in disqualification from a complete exam series due to the unacceptable disruptive impact on other candidates.
- The candidate (or their family) should alert the EO if they believe that they will arrive late for their exam.
- The EO and members of the SMT will deal with all matters relating to lateness for exams.
- The EO will ensure 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.
- The EO will inform candidates that their work may not be accepted by the awarding body.
- Invigilators will be informed of the policy/process for dealing with late/very late arrival candidates through training.
- Invigilators will ensure that relevant information is recorded on the exam room incident log.

Absence during Exams:

- The EO will be informed immediately if a candidate is absent for the start of an exam.
- If the school has not been yet informed of the candidate's absence (or lateness) then the EO or a member of the school office staff will endeavour to contact the candidate's parents immediately to establish the reason for the candidate's absence.
- If a candidate is absent due to illness then the family will be advised to visit the family GP to get medical evidence or a certificate validating that they are not well enough to partake in their exams – this will be essential to inform an application for Special Considerations.
- The EO will ensure that candidates who are absent for an exam are reported to the awarding body as soon as practically possible after the exam has taken place.
- The EO will process an application for Special Considerations if it is appropriate.

Food and drink in exam rooms:

- Food and drink may only be allowed in the examination room with the headmaster's approval. Special consideration will only be for students that have identified medical needs such as diabetes.
- When food or drinks are allowed in the exam room it is strictly on the condition that all items are free from packaging and all labels are removed from drink containers.

Managing behaviour:

- Inappropriate behaviour will not be tolerated. All candidates will be advised that disruptive conduct will result in their immediate removal from the examination room.
- Invigilators to record details of any incident in the log provided.

Unauthorised materials / Candidate belongings:

- Personal belongings not allowed at the candidate's desk will be stored in the lockable rooms adjacent to the exam rooms and at the front of the exam room.
- Candidates will be advised that watches, mobile phones and other electronic devices should be left at home on exam days and, if brought into school, they switched off / shut down to ensure that they do not disturb an exam if activated.

Malpractice & Irregularities

The Headmaster will:

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

The SMT will:

- Ensure that all candidates are informed about the different types of malpractice as defined by JCQ and examining bodies. Candidates will be advised with regard to unauthorised materials and the types of behaviour that can be interpreted as malpractice by the candidate. All candidates will be informed that malpractice will be reported to the examining body and may lead to disqualification from their exams.
- 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.

The EO will:

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

Invigilators will:

- 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).

Special Considerations

At Trinity we recognise that a candidate's examination performance can sometimes be affected by circumstances out of their control (illness, bereavement...etc). Special consideration is a post-examination adjustment that compensates candidates who were suffering from a temporary illness or condition or who were otherwise disadvantaged at the time of the examination. If an application for Special Considerations is considered to be appropriate:

The EO will:

- Process appropriate requests for special consideration to awarding bodies.
- Gather evidence which may need to be provided by other staff in centre or candidates.
- Submit applications to awarding bodies within the external deadline.

Candidates:

- Have responsibility (themselves or through their parents) to alert the EO to any matter that can affect their performance in exams.
- Must provide appropriate evidence to support special consideration requests.

Results Day

- Individual result slips are prepared on results days and these can be presented either in person at the centre or they can be posted to a candidate's home addresses provided that a stamped self-addressed envelope has been made available by the candidate.
- The Headmaster will ensure arrangements are in place for the school to be open on results days and that sufficient staff are on duty to ensure the efficient distribution of exam results to candidates. Staff will also be available to address any concerns raised by candidates on Results Day.
- Enquiries About Results (EARs) may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested. Payment for the review of marking is required at the time of the request.
- Access To Scripts (ATS): After the release of results, candidates may ask subject staff to request the return of papers within seven days' scrutiny of the results.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. GCSE and GCE reviews of marking cannot be applied for once a script has been returned.

Certificates

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

- Certificates for the summer series are usually made available to the school in November.
- Options for certificate collection for the summer series are detailed within the exams handbook issued to students in the spring term.
- Candidates can either
 - Candidates that are still students at Trinity will be emailed with the date, time and room they are to call into to collect their certificates.
 - Candidates that are no longer students at Trinity can call in to collect their certificate on the published open day in December, as detailed in their handbook and they must have photo ID.
- Candidates may arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation this. The authorised persons must provide ID evidence on collection of certificates.
- Unclaimed certificates will be retained for 1 year from date of issue and then securely disposed. A record of disposal will be held for four years.

Note: If a replacement certificate is required, candidates are to go directly to the examination boards. There is a fee for each new certificate, at the time of writing this stands at around £50 per qualification.