



ORMISTON
SIX VILLAGES
ACADEMY



Ormiston Six Villages Academy Exam Procedures

Approved by the Principal: April 2016
Date of next review September 2017

Exam Policy

Contents

Purpose of the policy.....	4
Roles and responsibilities overview.....	5
Head of centre	5
Exam contingency plan.....	5
Internal appeals procedure	5
Disability policy	6
Exams officer	6
Senior leadership team (SLT)	6
Special educational needs co-ordinator (SENCo)/specialist teacher	6
Heads of Department (HoDs).....	7
Teaching staff	7
Invigilators.....	7
Reception staff	7
Site staff.....	7
Candidates.....	7
The exam cycle.....	8
Planning	8
Information sharing	8
Information gathering	8
Access arrangements	9
Word processor policy	9
Separate invigilation within the centre.....	9
Internal assessment	9
Controlled assessment policy	10
Invigilation.....	10
Entries.....	10
Estimated entries	10
Estimated entries collection and submission procedure.....	11
Final entries	11
Final entries collection and submission procedure.....	11
Entry fees.....	11
Late entries	12
Re-sit entries.....	12
Private candidates.....	12
Transfer of credit.....	12

Candidate statements of entry.....	12
Pre-exams	13
Access arrangements	13
Briefing candidates.....	13
Dispatch of exam scripts	13
Estimated grades	13
Internal assessment.....	13
Invigilation.....	14
JCQ inspection visit.....	14
Seating and identifying candidates in exam rooms.....	14
Verifying candidate identity procedure	14
Security of exam materials	15
Timetabling and rooming.....	15
Transferred candidate arrangements	15
Internal exams	15
Exam time	16
Access arrangements	16
Candidate absence	16
Candidate absence policy.....	16
Candidate behaviour	16
Candidate belongings	16
Candidate late arrival	16
Candidate late arrival policy.....	17
Conducting exams	17
Dispatch of exam scripts	17
Exam papers and materials.....	17
Exam rooms.....	17
Food and drink in exam rooms	17
Emergency evacuation procedure	18
Irregularities	19
Managing behaviour	19
Malpractice.....	19
Special consideration	19
Unauthorised materials	20
Internal exams	20
Results and post-results	20
Internal assessment	20
Managing results day(s).....	20
Accessing results	20
Post-results services	20

Analysis of results	21
Certificates	21
Issue of certificates procedure	21
Retention of certificates policy	22
Review	22
Retention of records	22
Exam archiving policy	22
APPENDIX.....	23
1)	23
2)	Error! Bookmark not defined.
1. The use of a word processor.	25
2. Word Processors and their programmes.....	26

Purpose of the policy

Ormiston Six Villages Academy 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 examinations officer 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
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that
“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute”
[JCQ [General regulations for approved centres](#) (GR) 1]
- exam candidates understand the exams process and what is expected of them.

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 Exams Officer is responsible for the annual review and any required update of this policy.

The Principal is responsible for the approval and sign-off of this policy.

This policy will be communicated to all relevant centre staff.

The policy will be circulated to all staff

Roles and responsibilities overview

Head of centre

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

The head of centre may not appoint themselves as the examinations officer. [JCQ [GR](#) 1]

The head of centre 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> (GR)
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations> (ICE)
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
 - <http://www.jcq.org.uk/exams-office/malpractice>
 -

The head of centre 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 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
- centre staff are supported and appropriately trained to undertake key tasks within the exams process
- centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ***“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;”*** [JCQ [ICE](#) 6]
- security within the examination process is managed as per JCQ and awarding body regulations, guidance and instructions
- risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exam contingency plan

The Exam Contingency plan can be found on the academy website or with the Exam Officer.

- required internal appeals procedures are in place

Internal appeals procedure

The academy’s appeals procedure can be found at the back of this policy appendix 1.

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

Disability policy

The academy’s disability policy can be found within our Equality policy on our website.

Exams officer

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

[JCQ [GR 1](#)]

The EO will:

- 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/malpractice>
 - <http://www.jcq.org.uk/exams-office/post-results-services>
- be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ensure key tasks are undertaken and key dates and deadlines met
- recruit, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required

Senior leadership team (SLT)

- 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>

Special educational needs co-ordinator (SENCo)/specialist teacher

- 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’)
- 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

“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.” [JCQ [Criteria for a specialist assessor](#)]

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 Specialist Assessor
- 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 Specialist Assessor
- 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, update, 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

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.

Planning

Information sharing

The head of centre 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
- as the centre administrator, approve relevant access rights for centre staff using awarding body secure extranet sites

Information gathering

The EO will:

- 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
- collect information on internal exams to enable preparation for and conduct of [insert the titles these internal exams are referred to in the centre]

HoDs will:

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

- inform the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- familiarise themselves and their staff with the annual exams plan of internal deadlines

Access arrangements

The Specialist Assessor will:

- assess affected candidates (or work with the appointed specialist assessor) to identify access arrangements requirements thereby ensuring that
*“where a candidate with a learning difficulty requires an assessment of his/her needs, he/she is assessed by an appropriately qualified specialist assessor **as appointed by the head of centre**,”* [JCQ [GR 5](#)]
- 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 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

Word processor policy

The word processor policy can be found at the back of this policy, appendix 2

- 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

Separate invigilation within the centre

A candidate’s access arrangements requirement is determined by the Specialist Assessor who must also ensure the appropriate evidence is in place.
Rooming, invigilation and support for access arrangement candidates will be arranged with the Specialist Assessor and the exams officer in accordance with JCQ guidelines.

SLT, HoDs, Teaching staff will:

- support the Specialist Assessor in determining and implementing appropriate access arrangements

Internal assessment

The head of centre will ensure:

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

Controlled assessment policy

The centre's controlled assessment policy can be found on the Academy's website.

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

SLT will ensure:

- teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set, conduct, mark and authenticate candidates' work
- a process of internal moderation and standardisation is in place

HoDs will ensure:

- teaching staff delivering GCSE qualifications follow instructions for conducting controlled assessment <http://www.jcq.org.uk/exams-office/controlled-assessments/> and subject-specific information where provided by the awarding body
- teaching staff delivering GCE, Entry Level or Project qualifications follow instructions for conducting coursework <http://www.jcq.org.uk/exams-office/coursework> and subject-specific information where provided by the awarding body
- for other qualifications, teaching staff follow appropriate instructions issued by the awarding body

Teaching staff will ensure:

- appropriate instructions for conducting internal assessment are followed
- candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed

Invigilation

The EO will:

- provide an annual training event for new invigilators and an update event for invigilators in the conduct of exams
- ensure 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)
- collect evaluation of training to inform future events

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.

Estimated entries

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

Estimated entries collection and submission procedure

The EO will request the estimated entries from the HoDs using the Academy's MIS system. Once the estimated entries have been completed, the entries are signed by the HoDs. The EO, where required, will then submit the estimated entries to the awarding bodies using the Electronic Data Interchange (EDI).

HoDs will:

- provide information requested by the EO to the internal deadline
- inform the EO immediately of any subsequent changes to information

Final entries

The EO will:

- request final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- inform HoDs of subsequent 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

Final entries collection and submission procedure

The EO will request final entries from the HoDs using the Academy's MIS system. Once the final entries have been completed, the entries are signed by the HoDs. The EO, where required, will then submit the final entries to the awarding bodies using the EDI

HoDs will:

- 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

Entry fees

Please see the Academy's charging policy with regard to entry fees

Late entries

The EO will:

- have clear entry procedures in place to minimise the risk of late entries
- charge any late or other penalty fees to departmental budgets

HODs will:

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

Re-sit entries

Any requests for re-sit entries are managed by the Head of Centre. The EO will be informed if the Head of Centre agrees to re-sits being taken at the centre. The Finance Office, if required will invoice the candidate.

Private candidates

Any requests for private entries are managed by the Head of centre. The EO will be informed if the Head of Centre agrees to private candidates sitting exams at the centre. The Finance Office, if required will invoice the candidate.

Transfer of credit

The EO will:

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

“The transfer of credit process will not apply to new linear GCE A-level specifications being introduced for first teaching in England from 1 September 2015 onwards.” [JCQ [GCE AS Transfer of Credit arrangements 2015/2016](#)]

Teaching staff will:

- identify affected candidates to the EO

Candidate statements of entry

The EO will:

- provide candidates with statements of entry for checking

Teaching staff will:

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

Candidates (or parents/carers) will:

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

Pre-exams

Access arrangements

The Specialist Assessor 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

Briefing candidates

Before exams 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](#)]

Dispatch of exam scripts

The EO will

- 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

Estimated grades

HoDs will:

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

The EO will:

- 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

Internal assessment

HoDs will ensure:

- teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- teaching staff authenticate candidates’ work as per awarding body requirements
- teaching staff provide required samples of work for moderation to the EO to the internal deadline

The EO will:

- 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

Candidates will:

- authenticate their work as required by the awarding body

Invigilation

The EO will:

- 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 Specialist Assessor regarding the facilitation and invigilation of access arrangement candidates

The Specialist Assessor will:

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

Invigilators will:

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

JCQ inspection visit

A member of SLT 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.”* [JCQ [ICE](#) Introduction]

Seating and identifying candidates in exam rooms

The EO will:

- ensure a procedure is in place to verify candidate identity

Verifying candidate identity procedure

Senior members of the Academy are present to assist with the identifying of candidates prior to them entering the examination room. Once the candidates are seated, the EO will check the identity of the students. Photographs of all the students are also held with the invigilators in case of discrepancy. Photographic ID will be required for all private candidates.

- ensure that invigilators are aware of the procedure
- provide seating plans for exam rooms as per JCQ and awarding body requirements

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

Security of exam materials

The EO will:

- have a process in place to record confidential materials delivered to the centre and issued to authorised staff
- have in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements

Reception staff will:

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

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

Timetabling and rooming

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 Specialist Assessor regarding rooming of access arrangement candidates

The Specialist Assessor will:

- liaise with the EO regarding rooming of access arrangement candidates

Site staff will:

- liaise with the EO to ensure exam rooms are set up as per JCQ and awarding body requirements

Transferred candidate arrangements

The EO will:

- liaise with the host or entering centre, as required
- process requests to the awarding body deadline
- where relevant (for an internal candidate) inform the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

The EO will:

- prepare for the conduct of internal exams under external conditions
- provide a centre exam timetable of subjects and rooms
- provide seating plans for exam rooms
- request internal exam papers from teaching staff
- arrange invigilation

The Specialist Assessor will:

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

Teaching staff will:

- provide exam papers and materials to the EO
- support the Specialist Assessor in making appropriate arrangements for access arrangement candidates

Exam time

Access arrangements

The EO will:

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

Candidate absence

Candidate absence policy

The EO will inform the Attendance Officer of any candidates not present at the start of an exam and the AO will then attempt to contact the candidate. The candidate will then be dealt with in accordance with the JCQ guidelines. For persistent absentees the AO will attempt to make contact with the candidate before each exam.

Invigilators will:

- 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

Candidates will:

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

Candidate behaviour

See Irregularities below.

Candidate belongings

See unauthorised materials below.

Candidate late arrival

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
- warn 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
- ensure that relevant information is recorded on the exam room incident log

Candidate late arrival policy

Any candidate who arrives after the start of the examination may be allowed to enter an exam room and sit the exam at the discretion of the Head of Centre. The EO will be informed that a late candidate is to enter the exam room and will ensure that all instructions have been given to the candidate before starting the exam. If a candidate arrives very late to an exam; more than one hour after the published start time of an exam that lasts more than one hour or after the published finishing time of an exam that is less than one hour, the candidate may be allowed to sit the exam. The candidate will then be dealt with in accordance to JCQ guidelines.

Conducting exams

The head of centre will:

- ensure venues used for conducting exams meet the requirements of JCQ and awarding bodies

The EO will:

- ensure exams are conducted as per JCQ and awarding body instructions

Dispatch of exam scripts

The EO will:

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

Exam papers and materials

The EO will:

- 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

Exam rooms

The head of centre will:

- 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

Food and drink in exam rooms

At the discretion of the Head of Centre, the candidates are allowed to take a drink of water into the examination room. However, this is on the condition that it has to be in a clear plastic bottle and all labels have been removed. Food items are not permitted in the exam room, unless it is for medical reasons and it is free from packaging.

The EO will:

- ensure exam rooms are set up as required in the regulations
- 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

SLT will:

- ensure a documented emergency evacuation procedure is in place

Emergency evacuation procedure

When a fire alarm sounds during an exam the Invigilators will follow these procedures.

Evacuate the exam room and escort students onto the MUGA

Make sure all the question papers and scripts are left in the exam room

Line the candidates up and take a register

Make sure candidates are fully supervised as closely as possible whilst out of the exam room so there is no discussion about the exam.

Make a note of the time of the interruption and how long it lasted

When allowed, escort the candidates back to the exam room

Allow the candidates the full allocated time for the exam

Make a full report of the incident and of the action taken and retain on file.

The EO will

- ensure exam rooms are set up as instructed by JCQ and awarding bodies
- 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
-

Site staff will:

- 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 will:

- conduct exams in every exam room as instructed in training/update events and briefing sessions

Candidates will:

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

Irregularities

The head of centre will:

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

Managing behaviour

If a candidate's behaviour is deemed to be disruptive to other candidates, the exam's officer should be called immediately. In the event that the exams officer is unable to resolve the situation without disruption to candidates, they should send for the head of centre or the SLT member on call.

The head of centre, or in their absence, the member of SLT on call, has the authority to remove a candidate from the examination room, but should only do so if the candidate remaining in the room would disrupt others.

The candidate's exam paper must remain in the examination room and will be submitted as it was when the candidate was removed.

SLT will:

- 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)

Malpractice

See Irregularities above.

Special consideration

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 to awarding bodies to the external deadline

Candidates will:

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

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

Candidates are informed that any unauthorised materials must be left in the bags, which are stored out of reach of the candidates, and not taken to the exam desk. If a candidate has any unauthorised material on their person they are asked to place it on the desk where it will be collected by the invigilator. Any electronic devices, such as, mobile phones, MP3 players, i-watches that can store data, are placed in named bags by the candidates and are collected by the invigilators. These items are then locked away outside the examination room.

Invigilators will:

- be informed of the arrangements through training

Internal exams

The EO will:

- brief invigilators on conducting internal exams
- return candidate scripts to teaching staff for marking

Invigilators will:

- conduct internal exams as briefed by the EO

Results and post-results

Internal assessment

HoDs will ensure:

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

Managing results day(s)

SLT will:

- identify centre staff who will be involved in the main summer results day(s) and their role

Site staff will:

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

Accessing results

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

Post-results services

The EO will:

- 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

The head of centre will:

- ensure an **internal appeals procedure** is available where candidates disagree with the centre decision:
 - not to support an enquiry about results
 - not to appeal against the outcome of an enquiry about results

Teaching staff will:

- meet internal deadlines to request the services and gain relevant candidate informed consent
- identify the budget to which fees should be charged

Candidates will:

- meet internal deadlines to request the services
- provide informed consent and fees, where relevant

Analysis of results

Following the publication of results, the [insert title] will:

- provide analysis of results to appropriate centre staff
- provide results information to external organisations where required
- undertake the [Key Stage 4/16-18 Performance Tables checking exercise](#)

Certificates

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

Issue of certificates procedure

Certificates are issued to the candidates at a presentation evening. Any students who do not attend are able to collect their certificates from the Academy after the presentation evening has taken place. If a candidate has a representative collecting certificates on their behalf, then the representative will need to sign confirming that they are collecting them before the certificates are released.

Candidates may:

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

Retention of certificates policy

Any unclaimed or uncollected certificates will be stored by the EO in accordance with the archiving policy.

Review

The EO will:

- provide 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
- collect and evaluate feedback from staff, candidates and invigilators to inform review

SLT will:

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

Retention of records

The EO will:

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

Exam archiving policy

All exam materials will be stored according to JCQ guidelines. This is 7 years or 9 years if the student is statemented.

APPENDIX 1.

INTERNAL APPEALS PROCEDURE

1. The majority of subjects contain an internally assessed component. Such assessments are then externally moderated by the examining board.
2. Candidates naturally are anxious to learn how well the academy has considered them to have done, but these assessments may remain confidential until the moderation process is complete. The rationale for this is that the academy may have assessed too leniently or too harshly in the view of the examining board.
3. In the event that candidates do learn of their assessment in advance of external moderation and do not accept the assessment decisions which led to the mark awarded, they or their parents should write to the Head of the department concerned to discuss this in the first instance.

If a candidate is still not satisfied after the response from the Head of Department an appeal should be made in writing by the candidate to the exams officer, who will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision.

If the EO was directly involved in the assessment in question or is not able to conduct the investigation for some other reason, the Principal will appoint another member of staff of similar or greater seniority to conduct the investigation.

The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the examinations code of practice of the QCA.

- i. The applicant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.

- ii. The outcome of the appeal will be made known to the Principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.
4. Following the publication of results a candidate has the right to request a re-mark. Requests for re-marks must be submitted in writing to the Examinations Officer by a closing date published each year by the academy and usually within three weeks of notification of the results from the examining board.
5. Candidates should understand that the result of a re-mark may be a downgrading of the work with a consequent impact on the overall grade.
6. The academy will usually support an application sought by a candidate who wishes his or her work to be reassessed as long as the candidate pays the full cost of the re-mark in full in advance. Occasionally the academy will wish to question the assessment of several candidates' work. In which case, the academy will pay the cost of re-assessment but will seek the candidates' agreement before doing so (see reasons given in 5 above).
7. Candidates who are still dissatisfied following a re-mark may submit a request in writing to the Principal for an appeal. An appeal following a re-mark may only be made to the examining board by the academy and must be done usually within 10 working days following notification of the result of the re-mark.
8. The academy must be satisfied that there are grounds for appeal. The candidate must have discussed his or her reasons for appeal with the Head of Department in the first instance. The Principal shall be the final arbiter of the decision to appeal and shall determine who is to bear the cost.
9. In the event that the academy determines not to support a candidate's appeal, the candidate is referred to the academy's complaints procedure.

Appendix 2

Word Processor Policy

This policy is updated annually, early in the autumn term, on the publication of updated JCQ regulations and guidance contained in the publications [Access Arrangements and Reasonable Adjustments](#) and [Instructions for conducting examinations.](#)

Candidates with access to word processors at Ormiston Six villages Academy are allowed to do so in order to remove barriers for specific candidates which prevent them from being placed at a substantial disadvantage as a consequence of persistent and significant difficulties.

The use of word processors is only permitted whilst ensuring that the integrity of the assessment is maintained, at the same time as providing access for a specific candidate.

The use of a word processor is not granted where it will compromise the assessment objectives of the specification in question.

Candidates may not require the use of a word processor in each specification. As subjects and their methods of assessment may vary, leading to different demands on the candidates, the need for the use of a word processor is considered on a subject by subject basis.

The use of a word processor is agreed at the start of the course. Candidates are subsequently aware that they will have the use of a word processor for examinations and controlled assessments and coursework.

The use of a word processor is only granted if it reflects the support given to the candidates as their 'normal way of working', which is defined as support:

- in the classroom; or
- working in small groups for reading and /or writing; or
- literacy support lessons; or
- literacy intervention strategies; or
- in internal school tests and mock examinations.

1. The use of a word processor.

Ormiston Six Villages Academy will provide a word processor with the spelling and grammar check facility/predictive text disabled (switched off).

The use of a word processor will only be granted where it is the candidate's normal way of working (see above) and is appropriate to their needs. A word processor can be provided for candidates in controlled assessments or course work components as standard practice unless prohibited by the specification.

The candidate is allowed to use a word processor in an examination to type certain questions i.e. those requiring extended writing and handwrite shorter answers.

In all cases, Ormiston Six Villages Academy will ensure that a word processor cover sheet (Form 4) is completed and attached to each candidates typed script.

Ormiston Six Villages Academy does not simply grant the use of a word processor to a candidate because he/she prefers to type rather than write or can work faster on a keyboard, or

because he/she uses a laptop at home.

2. Word Processors and their programmes.

Ormiston Six Villages Academy word processors are used as a type-writer, not as a database, although standard formatting software is acceptable. All word processors have been cleared of any previously stored data, as must any portable storage medium used. An unauthorised memory stick is not permitted for use by a candidate. However, where required, candidates can be provided with a memory stick, which has been cleared of any previously stored data, by a nominated member of centre staff.

All word processors are in good working order at the time of the examination and have battery capacity to last the length of the exam. Word processors are accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where a candidate using a word processor is housed separately, a separate invigilator is used.

Word processors are either connected to a printer so that a script can be printed, or have the facility to print from a portable storage medium. All documents are printed after the exam is over and candidates are present to verify that the work printed in their own. Word processed scripts are attached to any answer booklet which contains some of the answers. This must be done under secure conditions.

Word processors are not used to perform skills which are being assessed, are not connected to an intranet or any other means of communication. Candidates are not given access to other applications such as a calculator (where prohibited in an exam), spreadsheets etc. Graphic products or computer aided design software is not included on a word processor unless permission has been given to use these.

All predictive text and automatic spelling and grammar check is disabled unless a candidate has been permitted a scribe or is using voice recognition technology, or the awarding body's specification permits the use of automatic spell checking.

Word processors are not used on the candidates behalf by a third party unless the candidate has permission to use a scribe.

Candidates are reminded that their centre number, candidate number and the unit/component code must appear on each page as a header or footer. If they are unable to do this electronically they will be instructed to handwrite their details once they have finished the exam and printed their scripts. They will be supervised to ensure that they are solely performing this task and not re-reading their answers or amending their work in any way. Each page needs to be numbered appropriately and candidates are instructed to use a minimum 12pt font and double spacing.

Invigilators can remind candidates to save their work at regular intervals, or it is possible to set up 'auto save' on each word processor.

Candidates using a word processor are accommodated in a separate room where an invigilator is allocated to them.