



THE KING DAVID HIGH SCHOOL

**Exams
Policy**

2021-2022

Purpose of the policy

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

This exam policy will ensure that:

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

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

This policy will be communicated to all relevant centre staff via the Staff Shared Area & The Staff Handbook.

EXAMINATION POLICY

- General
- Qualifications
- Examination series and timetables
- Entries, entry details and late entries
- Examination fees
- Disability Discrimination Act
- Estimated grades
- Managing invigilators
- Candidates
- Internal assessments and appeals
- Results
- Certificates

General

Examination Responsibilities

Head of Centre

Head of centre responsibilities

The **head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.** Failure to do so may constitute malpractice as defined in the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2021 to 31 August 2022*: <https://www.jcq.org.uk/exams-office/malpractice> (ICE Introduction)

Having overall responsibility for the school as an examination centre, the Head of Centre:

- Ensures compliance with the published regulations in order to deliver the qualifications Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Makes sure that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the subject department and/or preparing the candidates for the examination, is not an invigilator during the timetabled written examination or on-screen test
- Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
 - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials

- the secure room only contains exam-related material
- there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
- access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff named and approved by the head of centre are accompanied by a keyholder at all times
- appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
- appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
- the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
- Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papers
 and ultimately, awarding bodies could withdraw their approval of the centre

Recruitment, selection and training of staff

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior leader(s), the examinations officer (EO) and the ALS lead/SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints an ALS lead/SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

Internal governance arrangements

- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent
- Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Makes sure 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

Delivery of qualifications

- Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned
- Where/if using a third party to deliver any part of a qualification at the centre:
 - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements
 - has in place a written agreement with the third party ensuring that a copy of the written agreement is available for inspection if requested by the awarding body

Public liability

- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims
- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers
- Ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements
- Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

Conflicts of interest

- Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where
 - a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with close relationship to the candidate

- Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
 - a member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre
 - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - a member of centre staff is taking a qualification at another centre
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel

Centre inspections

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

Manages the administration of public and internal examinations:

- Advises the senior leadership team, subject and class tutors and other relevant support staff on annual examination timetables and application procedures as set by the various awarding bodies.
- Provides staff and candidates with timetables for all examinations 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 examination timetable that will affect them.
- Consults with teaching staff to ensure that necessary internal assessment is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Administers access arrangements and makes applications for special consideration using the JCQ publication - Access arrangements, reasonable adjustments and special consideration.
- Identifies and manages examination timetable clashes.

- Provides information on results achieved to SLT and teachers. Arranges for dissemination of examination results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests. Maintains systems and processes to support the timely entry of candidates for their examinations. 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 and keeps a record of the content of training provided to invigilators for the required period
- Works with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

Assistant Examinations Officer

- Receives, checks and stores securely all examination papers and completed scripts.
- Arranges posting of examination papers.
- Submits candidates' internal assessment marks, tracks despatch and stores returned work and any other material required by the appropriate awarding bodies correctly and on schedule.

Heads of Department

- Provide guidance and pastoral oversight for candidates who are unsure about examination entries or amendments to entries.
- Support post-results procedures.
- Accurately complete internal assessment mark sheets and declaration sheets.
- Provide accurate entries and inform the Examinations Officer of any amendments in a timely manner.
- Adhere to deadlines set by the Examinations Officer.

Head of Careers

- Provides guidance and careers information.

Teachers

- Notify SENCO of any access arrangements which may be required (as soon as possible after the start of the course).
- Ensure that necessary internal assessment is completed on time and in accordance with JCQ guidelines.
- Submit lists of candidates and internal assessment marks to Heads of Department.

SENCO

- Administers access arrangements.
- Identifies and organises testing of candidates' requirements for access arrangements.
- Provides evidence for access arrangement/reasonable adjustments applications.
- Provides additional support — with spelling, reading, Mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment — to help candidates achieve their course aims.
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms from candidates where required
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the 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) and keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Invigilators

- Conduct examinations in accordance with the JCQ Instructions for Conducting Examinations.
- Collect all examination papers in the correct order at the end of the examination and return them to the examinations office.

Candidates

- Check entries and inform the Examinations Officer of any amendments required in a timely manner.
- Understand and adhere to examination regulations.
- Understand and adhere to internal assessment regulations and sign a declaration that authenticates the internal assessment as their own.

Qualifications

Qualifications Offered

The qualifications offered at this centre are decided by the Head of Centre.

The qualifications offered are GCE, BTEC, Cambridge Technicals Level 3, GCSE and Cambridge Nationals level 2..

The subjects offered for these qualifications in any academic year may be found in the centre's option booklets for that year. If there has been a change of specification from the previous year, the examinations office must be informed by 15 September.

Informing the examinations office 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 and Heads of Department.

Examination Series and Timetables

Examination Seasons

Internal examinations and assessments are scheduled in December and May/June/July.

External examinations and assessments are scheduled in November and May/June.

The Head of Centre and Heads of Department decide which examination series are used in the centre.

Assessments are not offered on an on-demand basis. The exam cycle

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

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

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

Planning: roles and responsibilities

Information sharing

Head of centre

- Directs relevant centre staff to annually updated JCQ publications including

Exams officer

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

Information gathering

Exams officer

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

Head of department

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information
- Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

Access arrangements

Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated

- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (candidate personal data consent form) from candidates where required
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation
- 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) and keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Timetable

Once confirmed, the Examinations Officer will circulate the examination timetable for internal examinations and external examinations.

Entries, Entry Details and Late Entries

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

Candidates or parents/carers can request a subject entry, change of level or withdrawal. The Examinations Officer will only action the request if it is approved by the Head of Department or Head of Centre. There may be a charge involved.

The centre accepts entries from former candidates only who will be classed as external candidates.

Entry deadlines are circulated to Heads of Department via email.

Late entries are authorised by Heads of Department and Head of Centre.

GCSE(Maths & English only) and A2 retakes are allowed.

Re-sit decisions will be made by candidates in consultation with subject teachers and the Examinations Officer.

Examination Fees

GCSE, and A2 first entry examination fees are paid by the centre.

Re-sit fees are paid by the candidates.

Late entry or amendment fees are paid by the candidates.

Fee reimbursements may be sought from candidates who decide to sit an examination after the late entry/withdrawal deadline/fail to sit an examination/do not meet the necessary internal assessment requirements without medical evidence or evidence of other mitigating circumstances.

Candidates will not be charged for alterations arising from administrative processes, or for changes of tier or withdrawals made by the proper procedures, provided these are made before the relevant deadline.

Equality Act

This document is provided as an exams-specific supplement to the *centre-wide disability/accessibility policy/plan* which details how the centre will:

- *recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010[†]. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates; [†]for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect*

[Quote taken directly from section 5.4 of the JCQ publication *General Regulations for Approved Centres 2019-2020*]

This policy details how the centre facilitates access to exams and assessments for disabled candidates, as defined under the terms of the Equality Act 2010, by outlining staff roles and responsibilities in relation to:

- identifying the need for appropriate arrangements, reasonable adjustments and/or adaptations (referred to in this policy as 'access arrangements')
- requesting access arrangements
- implementing access arrangements and the conduct of exams
- good practice in relation to the Equality Act 2010

The Equality Act 2010 definition of disability

A definition is provided on page 4 of the JCQ publication *Adjustments for candidates with disabilities and learning difficulties Access Arrangements and Reasonable Adjustments 2019-2020*.

All exam centre staff ensure that the access arrangements and special consideration regulations and guidance are consistent with the law All examination centre staff ensure that the centre meets the requirements of the Equality Act 2010.

The centre meets the provisions under Equality Act 2010 by ensuring that the examinations centre is accessible and improving candidate experience following procedures below. This is the responsibility of the Head of Centre, Examinations Officer and SENCO.

PROCEDURES

All exam rooms are accessible, chairs are available when queuing outside when required.

There is an appropriate toilet near or in all of these areas.

If any candidate needs to take regular medication, invigilators will make this possible. The Exams Officer should be notified if there are any exceptional health issues.

Any specialised equipment will be provided and an appropriate examination area selected.

Invigilators will be briefed of any exceptional issues concerning communication or other factors which may affect the candidate.

Verification of students- year photograph kept at front of Exam Hall to recognise student quickly
Registration of student checked by Head of year before entering exam hall

The SENCO will make the Exams Officer aware of any issues concerning individuals in the main exam rooms.

The SENCO/Exams Officer will take the lead in making access applications based on their close knowledge of the needs of students under their care. They will produce a list of the students involved together with their concessions and this list will be available in all exam rooms in the files or on desks.

Any complaints made by candidates with disabilities should be directed in the first instance to the Examinations Officer who will initiate an enquiry.

Access Arrangements

The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination. The SENCO will also inform individual staff of any special arrangements that individual candidates may be granted during the course and in the examination.

A candidate's access arrangements requirements are determined by the SENCO and educational psychologists/specialist teachers. Students with a physical disability have their individual needs assessed in advance and arrangements are put into place and shared with the student to ensure they have full access to all examinations. SENCO pass all the relevant information to the Exams Officer who will apply online for the relevant Access Arrangements.

Invigilation and support for access arrangement candidates will be organised by the SENCO with the exams officer. Making access arrangements for candidates to take examinations is the responsibility of both the SENCO and the Examinations Officer.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Examinations Officer.

Rooming for access arrangement candidates will be arranged by the Examinations Officer with the SENCO.

Invigilation and support for access arrangement candidates will be organised by the SENCO with the Examinations Officer.

Contingency Planning

Contingency planning for examinations administration is the responsibility of the senior leadership team. See separate Contingency planning Policy

Private Candidates

The School only accept past pupils as private candidates. Managing private candidates is the responsibility of the Examinations officer.

Managing Invigilators

External invigilators and teachers are used to invigilate internal and external examinations.

Recruitment of invigilators is the responsibility of the senior leaders and Exams Officer

Securing the necessary Criminal Records Bureau (CRB) clearance for new invigilators is the responsibility of the centre administration.

CRB fees for securing such clearance are paid by the centre.

Invigilators are timetabled and trained by the Examinations Officer.

Invigilators' rates of pay are set by the centre administration.

- All invigilators will either receive group training including disability issues or will work alongside an experienced invigilator. Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

Malpractice

The Head of Centre is responsible for investigating suspected malpractice.

2020/2021 issues for malpractice relate to:

- *breaches of internal security;*
- *deception;*
- *improper assistance to students;*
- *failure to appropriately authenticate a student's work;*
- *over direction of students in preparation for common assessments;*
- *allegations that centres submit grades not supported by evidence that they know to be inaccurate;*
- *centres enter students who were not originally intending to certificate a grade in the Summer 2021 series;*

- *failure to engage as requested with awarding organisations during the External Quality Assurance and appeal stages; and*
- *failure to keep appropriate records of decisions made and teacher assessed grades*

Examination Days

The Examinations Officer will book all examination rooms after liaison with other users and make the question papers, other examination stationery and materials available for the invigilators.

Site management is responsible for setting up the allocated rooms.

The Examinations Officer or invigilators will start all examinations in accordance with JCQ guidelines.

Subject staff may be present outside the examination room at the start of the examination to assist with identification of candidates, but must not advise on which questions or sections are to be attempted.

In practical examinations subject teachers may be on hand in case of any technical difficulties.

Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Papers will be distributed to Heads of Department once all students have completed the examination as recommended by the JCQ.

Candidates

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

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

Disruptive candidates are dealt with in accordance with JCQ guidelines.

Candidates are expected to stay for the full examination time at the discretion of the Examinations Officer.

Candidates may only leave the examination room for a genuine purpose and are required to return immediately to the examination room. They must be accompanied by a member of staff at all times.

The Examinations Officer is responsible for handling late or absent candidates on examination day or subsequently. Administrative staff will attempt to contact any candidate who is not present at the start of an examination.

Clash Candidates

The Examinations Officer will be responsible for any arrangements that need to be made.

Special Consideration

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

The candidate must support any special consideration claim with appropriate evidence within five days of the examination, for example by providing a letter from the candidate's doctor.

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

Internal Assessments and Appeals

Internal Assessment (Non Examined Assessment)

It is the duty of Heads of Department to ensure that all Non Examined Assessment is ready for despatch at the correct time. The Assistant Examinations Officer will assist by keeping a record of each despatch, including the recipient details and the date and time sent.

Marks for all internally assessed work are provided to the Examinations Officer by the Heads of Department via the electronic system.

Appeals Against Internal Assessments

The process for managing appeals against Non Examined Assessment is detailed in a separate appeals policy, available from the examinations office.

The main points are:

- Appeals will only be entertained if they apply to the process leading to an assessment. It is possible to appeal against the mark or grade awarded.
- Candidates may appeal if they feel their work has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- Appeals should be made in writing by 30 May, to the Head of Centre, who will decide whether the process used conformed to the necessary requirements.
- The Head of Centre's findings will be notified in writing, copied to the Examinations Officer and recorded for awarding body inspection.

Results

Results, Enquiries About Results (EARs) and Access to Scripts (ATS)

Candidates will receive individual result slips on results days, in person at the centre.

If a candidate is unable to collect in person a letter must be given in advance to the exams officer informing them of who will be collecting on their behalf. A form of identification must be brought with as well.

Arrangements for the centre to be open on results days are made by the Head of Centre.

The provision of staff on results days is the responsibility of the Head of Centre.

Enquiries about Results- EARs

Any student who wants to query a grade/mark awarded by an Awarding Body upon issue of results should adhere to the following procedure:

Contact the Examinations Officer **and** the subject teacher as soon as possible (but **at least 5 working days before the published deadline for EAR's**) in person, to discuss the mark/grade. The examinations Officer will advise on the options available to query the mark/grade, and the costs involved.

Students should be aware that EAR's can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form, to confirm that they understand the consequences of an EAR. Consent forms will be issued by the Examinations Officer.

The subject teacher will review the student's marks/grades and discuss with the Head of Department to agree on appropriate action taking into account the breakdown of marks; the grade boundaries; and the student's predicted grades.

If the department agrees to support the EAR:

The request, together with the student's consent form, should be presented to the Examinations Officer **before the published deadline for EAR's**. The cost of the enquiry will be met by the Student. If the EAR is successful, the fee will be refunded.

If the Department does NOT agree to support the EAR:

A student may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Officer **at least 5 working days before the published deadline for EAR's**. The appeal should state in detail the reason(s) for the appeal. This appeal should be signed, dated and should include a daytime contact telephone number of the student, parent or guardian. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team.

The outcome of the appeal will be communicated by telephone and first-class post within 24 hour of receipt. This decision is final.

If the Centre does not support the EAR, the student may still proceed with the EAR, but all costs involved will be paid by the student at the time the EAR is made. No EAR's will be made until fees are paid. Requests must be made in person to the Examinations Officer before the published deadline for EAR's. If the enquiry is successful, the fee will be refunded to the student.

Outcomes following EAR's will be forwarded by the Examinations Officer to the student as soon as they have been received from the Awarding Body.

EARs may be requested by centre staff if there are reasonable grounds for believing there has been an error in marking. They must obtain the approval of the Head of Centre.

Where centre staff have not requested an EAR, a candidate may apply to have an enquiry carried out, for which they will be charged.

ATS

After the release of results, candidates may request the return of papers, for which they will be charged.

Centre staff may request scripts for investigation or for teaching purposes, with the approval of the Head of Centre. The signed consent of candidates must be obtained.

Re-marks cannot be applied for once an original script has been returned.

Certificates

Certificates are presented in person at Presentation Evening, or collected from the examinations office at a later date.

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

The centre retains certificates for one year.

Head of Centre

Examinations Officer