

Introduction

At Brook Learning Trust we bring together our unique academies in our belief in the power of education to change lives and communities. It is our steadfast purpose to challenge and defy the barriers that constrain the educational progress of any child. We set high aims for aspiration and secure collective responsibility for all our children’s achievements. Our work is underpinned by the values of Integrity, Respect, Courage, Optimism, Excellence and Accountability.

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Purpose of the policy

The Ebbsfleet Academy is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- 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 *“to ensure that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute”* [JCQ General regulations (GR) 1]
- exam candidates understand the exams process and what is expected of them.

This exam policy will be reviewed annually by the Assessment Manager (Examination Officer) and Leadership Team.

Centre staff will be informed of this policy and location by the Assessment Manager

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. (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:
 - [General regulations for approved centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
 - [Suspected Malpractice in Examinations and Assessments \(SMEA\)](#)
 - [Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting controlled assessment and coursework\)](#)
 - [Ensures the centre has appropriate accommodation to support the size of the cohorts being taught](#)
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures the EO attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam cycle to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process (exam cycle) and meet internal deadlines set by the EO
- Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is **not an invigilator during the timetabled written examination or on-screen test;**”* [ICE 6]
- Ensures security within the examination process is managed as per JCQ and awarding body regulations, guidance and instructions including
 - the location of the centre’s secure storage unit is in an area solely assigned to examinations
 - 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

- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)
- Ensures required internal appeals procedures are in place:
- Ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place:
- Ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place
- 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
- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- Ensures members of centre staff do not forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook

Exam Officer (EO)

The EO is appointed by the head of centre to act on behalf of the centre in matters relating to the management and administration of examinations and assessments.

EO

- Will be familiar with 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](#)
- Will be 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, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments

Leadership team (LT)

- Will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Instructions for conducting non-examination assessments \(and the instructions for conducting controlled assessment and coursework\)](#)

Special educational needs co-ordinator (SENCo)/Specialist Teacher

- Will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
[Access Arrangements and Reasonable Adjustments](#)
- Will lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Directors of Learning (DoL)

- 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 (exam cycle) 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, refresher, briefing and review sessions as required
- Will provide information as requested on their availability to invigilate

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 throughout the year 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

EO

- Informs centre staff of JCQ and awarding body documentation relating to the exam cycle that has been updated
- Signposts relevant centre staff to 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

EO

- 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 data into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications
- Advises directors of learning of deadlines.
- Collect information on internal mock and data drop exams to enable preparation and conduct of exams.

DoL

- Responds (or ensure Teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for return
- Informs the EO of any changes to information in a timely manner
- 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
- Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo

- Assesses students to identify access arrangements requirements
- Gathers evidence of need to support access arrangements
- Liaises with teaching staff to gather evidence of normal way of working
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Keeps relevant evidence on file for JCQ inspection purposes
- 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 access arrangement(s)
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Gathers signed data protection notices from candidates where required

- Applies for approval through Access arrangements online (AAO), where required or through the awarding bodies where qualifications sit outside the scope of AAO.

LT, DoL, Teaching staff

- Supports the SENCo in determining and implementing appropriate access arrangements
- Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

Internal assessment and endorsements

Head of centre

- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking
- Ensures a policy for the management of controlled assessment is in place for legacy GCSEs and followed by centre staff: *Controlled Assessment Risk Management Policy* and *GCSE Controlled Assessment Policy Staff Responsibilities*
- Ensures a non-examination assessment policy is in place for new GCSE qualifications: *Non-Exam Assessment Policy*
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

LT

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

DoL

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ *Instructions for conducting controlled assessments* and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & GCSE specifications follow JCQ *Instructions for conducting non-examination assessments* and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed (controlled assessments, coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Invigilation

Head of Centre

- Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible
- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators

EO

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues

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

EO

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

DoL

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

Final entries

EO

- Requests final entry information from DoLs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs DoL of subsequent deadlines for making changes to final entry information without charge
- Confirms with DoL final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

DoL

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information which includes:
 - changes to candidate personal details
 - amendments to existing entries
 - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirm information is correct

Late entries

EO

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

DoL

- Minimises the risk of late entries by

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

Re-sit entries

DoL will discuss with LT regarding students re-sitting exams.

Private candidates

The Ebbsfleet Academy does not accept private candidates

Candidate statements of entry

EO

- Provides candidates with statements of entry for checking
- Meets the awarding body deadlines

Teaching staff

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

Candidates (or parents/carers)

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

Pre-exams

Access arrangements

SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)

Briefing candidates

EO

- Issues exam timetable information to candidates
- Issues relevant JCQ information for candidates
- Where relevant, issues awarding body information to candidates
- Issues centre exam information to candidates which will include information on:
 - exam clashes
 - arriving late for an exam

- absence or illness during exams
- equipment needed
- Wrist watches in exam rooms
- information about when results will be issued
- The post-results services and how the centre deals with requests from the candidates
- When and how Certificates will be issued
- Advise candidates of the arrangements for Enquiries about Results

Dispatch of exam scripts

EO

- Identifies 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

DoL

- Ensures teaching staff provide estimated grade information to the EO to the internal deadline

EO

- Submits estimated grade information to awarding bodies to meet the external deadline
- Keeps a record to track what has been sent

Internal assessment and endorsements

Head of Centre

- Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking

SENCo

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

Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies

DoL

- Ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensure teaching staff assess and authenticate candidates' work as per awarding body requirements
- Ensures teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide required samples of work for moderation to the EO to the internal deadline

EO

- Submits marks, endorsement grades and samples to awarding bodies/moderators to meet the external deadline

- Keeps a record to track what has been sent
- Logs moderated samples work returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

- Authenticate their work as required by the awarding body

Invigilation

EO

- Provides an invigilation handbook and/or trains/updates invigilator annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms as per the required ratios
- Liaises with the SENCo regarding invigilation of access arrangement candidates

SEnCo

- Liaises with the EO regarding invigilation of access arrangement candidates

Invigilators

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

JCQ inspection visit

EO accompanies *“the Inspector **throughout** the course of his or her centre visit, including inspection of the centre’s secure storage facility.”* [[ICE](#) Introduction]

Seating and identifying candidates in exam rooms

EO

- Ensures a system is in place for identifying candidates in exam rooms, *Procedure for identifying candidates*
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms as per JCQ and awarding body requirements

Invigilators

- Follow the system for identifying candidates provided by the EO
- Seat candidates in exam rooms as instructed by the EO

Security of exam materials

EO

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

Reception staff

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

Teaching staff

- Adheres 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

EO

- Produces a centre exam timetable for each exam series
- Identifies and resolve candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms according to required ratios
- Liaises with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates

SENCo

- Liaises with the EO regarding rooming of access arrangement candidates
- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

Site staff

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

Alternative site arrangements

Exams officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service using the JCQ *Alternative Site* form of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

EO

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

Internal exams

EO

- Prepares for the conduct of internal exams under external conditions
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from teaching staff
- Arranges invigilation

SENCo

- Liaise with EO and teaching staff to make appropriate arrangements for access arrangement candidates

Teaching staff

- Provides exam papers and materials to the EO
- Supports the SENCo in making appropriate arrangements for access arrangement candidates

Exam time

Access arrangements

EO

- Provides cover sheets for access arrangement candidates' scripts where required for particular access arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams
 - apply for approval through Access arrangements online (AAO) where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

The process for dealing with candidate absence from exams is:

- Students are to sign in on the morning/afternoon of the exam
- Any students not signed in will be contacted by phone
- If no response centre staff will drive to the student's home for a response
- If student is unable to attend (e.g. through illness), the EO will require evidence (e.g. medical) to apply for special consideration
- If no reason given for absence, the cost of the exam entry is to be paid by the parent/carer

This is managed by: LT/EO

Invigilators

- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidate behaviour

The process for managing candidate behaviour in exam rooms is:

- Any evidence of malpractice to be brought to the lead invigilator's immediate attention
- Lead invigilator to warn candidate that they may be removed from the exam room and that the awarding body will be informed and may decide to disqualify the candidate.
- Any unauthorised material to be removed from the candidate
- EO to be informed
- Head of centre must report to the awarding body as soon as possible all cases of suspected or actual malpractice in connection with the exam; Form JCQ/M1 Report of suspected malpractice
- any disruption to be brought to the lead invigilator's attention
- If continues, student to be escorted from the room and EO/LT to be called

LT

- Ensure that internal disciplinary procedures relating to behaviour are followed when appropriate

Candidate late arrival

EO

- Ensures that candidates who arrive very late for an exam are reported to the awarding body
- Warns candidates that their work may not be accepted by the awarding body

Conducting exams

EO

- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies
- Ensures exams are conducted as per JCQ and awarding body instructions

Food and Drink

- Students may bring a clear bottle of water into the examination room with the label removed
- Students may not bring any food into the examination room

Dispatch of exam scripts

EO

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

Exam papers and materials

EO

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

Exam rooms

Head of Centre

- Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- Ensures only authorised centre staff are present in exam room

LT

- Ensure a documented emergency evacuation procedure is in place: *Evacuation Procedure during Examinations.*

EO

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Site staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms

- Ensure fire alarm testing does not take place during exam sessions

Invigilators

- Conduct exams in every exam room as instructed in training/refresher and briefing sessions

Candidates

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

Irregularities

Head of centre

- Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation [Form JCQ/M1 Report of suspected malpractice](#)

LT

- 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

EO

- Provides an incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies

Invigilators

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

Special consideration

EO

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

Candidates

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

Unauthorised Materials

- Any unauthorised items such as mobiles phone or any other electronic devices must be left switched off and either in the candidates' bags or handed in to an invigilator prior to the examination starting.
- Any wrist watches must be left in the candidates' bags or removed and placed on their desks prior to the examination starting.

Internal exams

EO

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

Invigilators

- Conduct internal exams as briefed by the EO

Results and post-results

Internal assessment

DoL

- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensures work is returned to candidates or disposed of according to the requirements

Managing results day

LT

- Identifies centre staff who will be involved in results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Site staff

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

Accessing results

EO

- Informs candidates in advance of when and how results will be released to them
- Accesses results from awarding bodies under restricted release of results
- Resolves any missing or incomplete results with awarding bodies
- Provides provisional statements of results to candidates on publication of results

The Data manager

- Provides summaries of results for relevant centre staff on publication of results

Post-results services

Head of Centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised

EO

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Collects candidate informed consent and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and inform candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Candidates

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

Appendix A – Other policies & procedures to read in conjunction with this Exam Policy:

- 1. Appeals against Internal Assessed Marks (page 4)**
- 2. Complaints and Appeal Procedure (page 4)**
- 3. Controlled Assessment Risk Management for Legacy GCSEs (page 8)**
- 4. Disability Policy (Exams) (page 4)**
- 5. Enquiries about Remarks & Appeals (page 10/17)**
- 6. Emergency Evacuation Procedure (page 15)**
- 7. Exam Contingency Plan (page 4)**
- 8. Legacy GCSE Controlled Assessment Policy Staff Responsibilities (page 8)**
- 9. Non-Examination Assessment Policy (page 8)**
- 10. Reasonable Adjustment & Special Consideration (page 10/17)**
- 11. Word Processor Policy**

On The Ebbsfleet Academy website

- 12. Safeguarding / Child Protection (page 4)**

On The Brook Learning Trust website

- 13. Data Protection & Privacy Notice (page 4)**

Appendix B - Additional qualification specific policies:

BTEC

- 1. BTEC Appeals**
- 2. BTEC Assessment**
- 3. BTEC Assessment Malpractice**
- 4. BTEC Complaints**
- 5. BTEC Internal Verification**
- 6. BTEC Registration & Certification**
- 7. BTEC Staff Induction**

NCFE

- 1. Complaint Handling and Appeals Process**
- 2. Reasonable Adjustment & Special Consideration**