



The Telford Langley School
ENSURING EXCELLENCE

Examination Policy – Academic Year 2024-2025

Approved: Autumn 2024

Examination Policy

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1. Purpose of the Examination Policy

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

This policy will ensure that:

- the planning, administration and management of examinations/ assessment processes are conducted effectively and efficiently and in the best interest of candidates;
- all exams and external assessment processes are conducted in line with the published JCQ regulations and awarding body requirements;
- there is an effective exam system in operation with clear guidelines for all relevant staff.
- all aspects of the centre's process is documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures and plans are signposted to all relevant staff.
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the examination/assessment system at all times
- exam candidates understand the exams process and what is expected of them

It is the responsibility of everyone involved in the school's exam processes to read, understand and implement this policy.

This exam policy will be reviewed annually by the Deputy Head of Curriculum and Progress and the Exams Officer.

2. Exam Responsibilities

Head of Centre

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.

The Head of Centre must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.

The headteacher on site (the head of centre) must not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles.

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not

receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the [Instructions for conducting examinations](#) document. Failure to do so may constitute malpractice as defined in the JCQ document [Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025](#).

(GR 5.1)

The head of centre must ensure:

- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. entries, internally assessed marks
- all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority

Head of Centre:

- has overall responsibility for the school as an exam centre;
- ensures all suspicions or actual incidents of malpractice are reported as per the JCQ document *Suspected malpractice in examinations and assessments*.
- ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#) (GR)
 - [Instructions for Conducting Examinations](#) (ICE)
 - [Coursework - JCQ Joint Council for Qualifications](#) (ICC)
 - [Access Arrangements and Reasonable Adjustments](#) (AA)
 - [Suspected Malpractice - Policies and Procedures](#) (SM)
 - [Instructions for conducting non-examination assessments](#) (NEA) (and the [instructions for conducting coursework](#))
 - [A guide to the special consideration process](#) (SC)
- Where/if using a third party to deliver any part of a qualification (including its assessments) 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 to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
 - ensures that a copy of the written agreement is available for inspection if requested by the awarding body
- Ensures that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties. (See **National Centre Number Register and other information requirements** section)

- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery such as a cyber-attack
- 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 (including third party applications)
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel
- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries, internally assessed marks

Resilience and contingency arrangements

([GR 3.16-19](#))

It is the responsibility of the **head of centre** to ensure that:

The centre ensures they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering evidence of candidate performance in line with the published guidance.

The centre has an up to date written contingency plan.

The contingency plan covers all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan covers the following scenarios:

- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.

As part of their contingency plan centres must identify an alternative site if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different Year Groups.

The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure that candidates' work is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

Cyber security

(GR 3.20-21)

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*
Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

Recruitment, selection and training of staff

(GR 5.3)

- 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. The head of centre must also ensure teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work;
- Enables the relevant senior leader(s), the exams officer 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 and awarding body regulations.
- Appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury. Ensures that the SENCo understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre.
- Ensure that the examinations officer has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation.
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation. This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations.

- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations.

External and internal governance arrangements

(GR 5.3)

- 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 has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to 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
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the exams officer.
- 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

(GR 5.3)

- Delivers qualifications, as required by the awarding body and 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 and implementing reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject concerned

Public liability

(GR 5.3)

- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims.

Conflicts of Interest

(GR 5.3)

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

internally assessed components/units; and maintains internal records of all instances where:

- exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
- centre staff are taking qualifications at their own centre which do not include internally assessed components/units;
- centre staff are taking qualifications at other centres.

The head of centre retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

Controlled assessments, coursework and non-examination assessments

([GR 5.3](#))

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (This applies to both internal and private candidates)
- Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

([GR 5.7](#))

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
- Ensures awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications (This will allow the candidates for each specification to be treated as a single group for the moderation of centre-assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed)
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)

- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place
- Ensures that candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)

Security of assessment materials

(GR 5.3)

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, including:
 - ensuring the security of all assessment materials;
 - ensuring that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside of the centre;
 - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials.
- ensuring the location of the centre's secure storage facility in a secure room which must only be used 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 storage facility **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures. When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.
- access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff approved by the head of centre are accompanied by a keyholder at all times
- appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff
- makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the JCQ document Instructions for conducting examinations, 1 September 2024 to 31 August 2025;
- makes arrangements to access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the JCQ document Instructions for conducting examinations 1 September 2024 to 31 August 2025;
- makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments;
- provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies;
- the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk

- that when it is permitted to remove question paper packets from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened

(If it is ever subsequently identified following this check that the wrong question paper packet has been opened, it will be resealed and the incident reported to the relevant awarding body's Malpractice Investigation Team immediately)

Malpractice

([GR 5.11](#))

The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place
- inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require

([GR 6.2](#))

- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*

Personal data

([GR 6.6](#), [6.8](#))

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data ("Student Materials"). Awarding bodies may use the Student Materials to evaluate candidates' performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

Policies/procedures

- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence).
- Ensures the following policies and procedures are in place and available for inspection and to view on the school website:
 - a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
 - a written complaints policy
 - a written conflicts of interest policy
 - a written data protection policy
 - a written equalities policy
 - a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, examinations officer or SENCo is absent at a critical stage of the examination cycle. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency. The potential impact of a cyber-attack should also be considered
 - a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
 - a written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice)
 - a written policy regarding the management of GCSE non-examination assessments including controlled assessments and coursework
 - a written whistleblowing policy
 - a written policy on the use of word processors in examinations.

National Centre Number Register

- Provides contact details as follows:
 - (i) a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre;
 - ii) a landline telephone number – this must be the number of the main office/switchboard of the centre;
 - iii) a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations. Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable. Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites.
 - iv) the name of the head of centre and their email address;
 - v) senior designated contact details (this might include a personal mobile number and/or email address). These must be the contact details of someone

who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue.

- Responds to the National Centre Number Register annual update by the end of October every year (the Register is administered by OCR on behalf of the JCQ awarding bodies AQA, CCEA, OCR, Pearson and WJEC);
- Informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place. This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre;
- Informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility. This must be on centre headed stationery which can be sent as an email attachment; (As a result of this notification a centre inspection will take place.)
- Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect their centre status;
- Responds, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year;
- Responds to any other reasonable requests made by the National Centre Number Register Team.

(GR 1.9) Understands that this responsibility for completing the Head of Centre declaration survey 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

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.
- 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 themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

Access arrangements and reasonable adjustments

(GR 5.4)

The head of centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury

- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures the SENCo (or equivalent role) is fully supported in effectively implementing access arrangements and reasonable adjustments once approved
- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid)
†or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)
- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- Assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

Exams Officer

The exams officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

is responsible for:

- Understanding the contents of annually updated JCQ publications including:

- [General Regulations for Approved Centres](#)
 - [Instructions for Conducting Examinations](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-results services \(PRS\)](#)
 - [A guide to the special consideration process](#)
- Working with the Head of Centre to complete/submit the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year:
 - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
 - Informs the National Centre Number Register Team **immediately** (e-mail address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place
 - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensuring key tasks are undertaken and key dates and deadlines met
- Briefing other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials
- The management and administration of public and internal exams and the analysis of exam results;
- Advising the Strategic Leadership Team, Directors / Heads of Department, teachers, parents / carers, candidates and all other relevant parties on annual exam timetables and the application procedures as set by the various awarding bodies;
- Overseeing the production and distribution to staff, parents / carers and candidates of an annual calendar for all exams in which candidates will be involved and communicating regularly with staff concerning imminent deadlines and events;
- Ensuring that candidates and their parents / carers are informed of and understand those aspects of the exam timetable that will affect them;
- Ensuring that the JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices are distributed to all candidates whether electronically or in hard copy format prior to assessments and/or examinations taking place. These documents may be found at: <http://www.jcq.org.uk/exams-office/information-for-candidates-documents> . Candidates must also be made aware of the content of the JCQ Unauthorised items and Warning to candidates posters. The JCQ Information for candidates documents are placed on the centre's website and the respective link emailed to candidates, with an appropriately worded message. The centre follows this up with a briefing session or a special assembly led by a senior member of staff. The briefing session reinforces what candidates must and must not do when sitting written examinations and/or on-screen tests, and when producing coursework and/or non-examination assessments.
- Ensuring that all candidate data where required by the awarding body has been supplied within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000, and that candidates have been properly informed that this data has been transferred to the awarding bodies (see section 6 for more information);

- Drawing to the attention of candidates and their parents/carers their written complaints policy which will cover general complaints regarding the centre's delivery or administration of a qualification and their internal appeals procedure
- Signposting relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
- Signposts relevant centre staff to JCQ information that must be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
- Consulting with teaching staff to ensure that necessary controlled assessment work is completed on time and in accordance with JCQ guidelines;
- Collating and providing detailed data on estimated entries; to ensure awarding body external deadline for submissions can be met.
- Requesting final entry information from HoDs and senior leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Informing HoDs and senior leaders of subsequent deadlines for making changes to final entry information without charge
- Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification.
- Confirming with HoDs and senior leaders final entry information that has been submitted to awarding bodies
- Ensuring 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
- Observing each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and must observe any regulatory requirements for the qualification
- Registering or entering candidates for an examination or assessment in accordance with the awarding body's published procedures for that qualification
- Submitting registrations, examination entries and certification claims by the deadline(s) and complying with the requirements of the specification including any terminal rules which need to be met at the point of certification
- Maintaining a Unique Candidate Identifier (UCI) or Unique Learner Number (ULN) for each candidate entered for an examination or assessment and ensuring that the same UCI or ULN is used consistently for the candidate over time to enable aggregation of units and qualifications; (see <https://www.jcq.org.uk/exams-office/entries/unique-candidate-identifiers-uci/>)
- Confirming appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- Ensuring access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times. There must be 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 storage facility **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** either be part of the exams team or the senior leadership team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures. When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

- Ensuring the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensuring that required logs are kept and updated when handling secure materials.
- Ensuring that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensuring the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers). All staff accessing secure assessment material via awarding bodies' online systems must have a device complying with awarding bodies' multifactor authentication (MFA) requirements. Devices used for the purpose of multifactor authentication (MFA) must never be shared by more than one member of staff. (At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer*. Other members of centre staff may assist with printing and collation provided they are under supervision. *For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.) Files must not be accessed or printed at alternative locations without the awarding body's prior permission.
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensuring a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Carefully checking question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Administering emergency access arrangements and making applications for special consideration in line with the regulations in the JCQ publication *A guide to the Special Consideration Process*;
- Identifying and managing exam timetable clashes
- Contacting awarding bodies where a candidate is taking an examination earlier than the awarding body's published starting time due to a timetable clash and a PDF copy of the standard question paper is required.
- Accounting for income and expenditure relating to all exam costs / charges;
- Recruiting, training and deploying a team of internal/external invigilators; as required and keeps a record of the content of training provided to invigilators for the required period
- 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, scribe, prompter) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Provides annually reviewed/updated information to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
- Ensures that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning

Support Assistant who has supported one or more candidates is not an invigilator during the examination

- Allocating invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Line managing invigilators.
- Ensuring exam rooms are set up and conducted as required in the regulations
- Providing invigilators with appropriate resources to effectively conduct exams
- Displaying the required JCQ 'Unauthorised items and warning to candidate' posters in the correct places.
- Briefing invigilators on exams to be conducted on a session-by-session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensuring sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode)
- Ensuring invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensuring invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- Providing authorised exam materials which candidates are not expected to provide themselves
- Ensuring invigilators and candidates are aware of the emergency evacuation procedure
- Ensuring invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated
- Submitting candidates' coursework / controlled assessment marks, tracking despatch and in conjunction with departments storing returned controlled assessment work and any other material required by the appropriate awarding bodies correctly and on schedule;
- Arranging for the dissemination of exam results and certificates to candidates and forwarding, in consultation with the Deputy Head of Curriculum and Progress any appeals / re-mark requests;
- Maintaining systems and processes to support the timely entry of candidates for their exams;
- Contingency planning for exams administration in consultation with the Deputy Head of Curriculum and Progress;
- Contacting absent candidates on exam days;
- Assisting with the investigation of any suspected cases of malpractice.
- Observing the conducting of one to one exam, by entering the room at regular intervals in order ensure all relevant rules are being adhered to (practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Working with the SENCo and Assistant 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.
- Supporting the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal 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 for each examination series.

- (Where/if applicable to the centre) Ensuring question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met.
- Informing the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site form online using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations
- (Where/if applicable to the centre) Processing applications for Centre Consortium arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

In conjunction with the SENCO and Director of Inclusion, the Exams Officer organises:

- ensures 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.
- Alternative rooming arrangements, e.g. a room for a smaller group of candidates with similar needs (formerly known as separate invigilation).
- Access arrangements/reasonable adjustments should be processed at the start of the course. Schools, for example, should be able to process applications at the start of or during the first year of a two-year GCSE course having firmly established a picture of need and normal way of working during Years 7 to 9.
- Nervousness, low level anxiety or being worried about examinations is not sufficient grounds for separate invigilation within the centre.
Refer to AA (sections 4.2, 5.16) and ICE (section 14.18)

Senior leaders:

- Organise teaching and learning, the external validation of courses followed at Key Stage 4;
- Advise on appeals and re-mark requests;
- Arrange contingency planning for exam administration;
- Oversee the investigation of suspected cases of malpractice;
- Oversee the tracking and intervention strategies used to monitor candidate performance;
- Monitor Progress 8 and Attainment 8 for candidates at Key Stage 4.
- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the exams officer and SENCo
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update event
- Enter students for the appropriate qualification that will ensure they are given the best possible opportunity to achieve in their subject;
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering relevant qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body

- For VTQs qualifications, ensure teaching staff follow appropriate instructions issued by the relevant awarding body
- Liaise with the Exams Officer and informs them in September of any new qualifications they are considering or intending to offer;
- Ensure that they and their department are familiar with the relevant assessment frameworks and objectives for all relevant exams;
- Ensure candidates are fully prepared for external assessments through:
 - long and medium term planning;
 - regular monitoring and formative assessment;
 - practice and intervention strategies;
 - providing timely revision sessions prior to all external exams whenever possible.
- Ensure that all exam entries and coursework / controlled assessment procedures are administered in a timely efficient manner through:
 - accurate completion of coursework mark sheets and declaration sheets;
 - accurate completion of entry forms and other mark sheets;
 - adherence to deadlines as set by the Exams Officer;
 - dispatching all work on time and obtaining a certificate of posting.
 - check final entry submission information provided by the Exams Officer and confirms information is correct
- Analyse their subject's exam performance data and reviews practice in light of this analysis, with consideration being given to:
 - performance against predictions and prior attainment data;
 - performance by teaching group;
- Performance by sub-groups including gender, ethnicity, pupil premium and SEN data.
- Provides an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations
- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated
- Ensure a procedure is in place in case of an emergency invacuation (lockdown)
- Support eligible applications for special consideration by signing appropriate evidence
- Ensure support is provided to the Exams Officer when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate
- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for Conducting Examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process](#)
 - [Appeals - JCQ Joint Council for Qualifications](#)

Teachers are responsible for:

- Identifying candidates and collating evidence of candidates who may potentially require access arrangements and then notifying their Director of Learning/ Head of

Department and the Director of Inclusion as soon as possible after the start of the course;

- Support the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- Undertaking key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the Exams officer and SENCo
- Keeping updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attending relevant awarding body training and update events
- Submitting the names of candidates for entries, amendments, coursework / controlled assessments to their Director of Learning/ Head of Department including any new or withdrawn candidates;
- Maintaining accurate records of the progress of candidates to enable the accurate prediction of results;
- Identifying candidates who are at risk of underperforming compared to expected levels of progress.
- Ensuring teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensuring appropriate instructions for conducting internal assessment are followed
- Ensuring candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensuring 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
- Adhering to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Are familiar with the contents and refer to annually updated JCQ publications including:
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)
 - [Appeals - JCQ Joint Council for Qualifications](#)

Director of Inclusion is responsible for:

- Understanding the contents, referring to and directing relevant centre staff to annually updated JCQ documents including:
[Access Arrangements and Reasonable Adjustments](#)
- Leading on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, working with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presenting when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Identifying and testing candidates to assess their requirements for access arrangements and then maintaining accurate records of their entitlement;
- The administration of access arrangements;
- Gathering evidence of need in conjunction with teaching staff to support access arrangement applications;

- Applying for approval using 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 with the Exams Officer;
- Notifying teaching staff and the Exams Officer of the candidates with approved access arrangements;
- Keeping 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)
- Arranging support for candidates entitled to access arrangements in exam and controlled assessments as per the latest JCQ publication *Access Arrangements and Reasonable Adjustment booklet* and *Special Consideration Process guide*;
- Gathering signed personal data consent, Privacy Notice (AAO) and Data Protection confirmation forms from candidates where required
- Ensuring all documentation is in date, stored securely and ready for inspection, as per JCQ regulations.
- Recognising duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7). This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid; †for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- Ensuring staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeping a record of the content of training provided to facilitators for the required period
- Ensuring there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes.
- Working with the Exams officer 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
- Working with the Exams officer to **arrange alternative rooming**, e.g. a room for a smaller group of candidates with similar needs (formerly known as separate invigilation). Access arrangements/reasonable adjustments should be processed at the start of the course. Schools, for example, should be able to process applications at the start of or during the first year of a two-year GCSE course having firmly established a picture of need and normal way of working during Years 7 to 9. Nervousness, low level anxiety or being worried about examinations is not sufficient grounds for separate invigilation within the centre. Refer to AA (sections 4.2, 5.16) and ICE (section 14.18)
- Liaising with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- Ensuring 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

Invigilators are responsible for:

- Attending/undertaking training (on the current regulations), annual update, briefing and reviewing sessions as required
- Providing information as requested on their availability to invigilate

- Signing a confidentiality and security agreement and confirming whether they have any current maladministration/malpractice sanctions applied to them
- Following the written procedure to verify the identity of students before taking an exam or assessment.
- Recording any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)
- Displaying the required JCQ 'Unauthorised items' and 'Warning to candidate' posters in the correct places.
- Starting the exam in line with the suggested wording provided by JCQ;
- Checking that all the required equipment for the exam is available for candidates;
- Supervising candidates for the duration of the exam and ensuring that the exam is conducted in line with national and awarding body regulations;
- Taking an accurate register of all candidates sitting the exam;
- Checking exam scripts at the end of the exam against the exam register and ensuring their safe return to the exam office;
- Informing the Exams Officer of any missing / late candidates;
- Informing and logging any suspected cases of malpractice to the Exam Officer to enable them to investigate and follow up.

Candidates are responsible for:

- Checking their personal details and exam entries on their individual statement of entry;
- Arriving at exams on time and in full school uniform;
- Reading, understanding and adhering to the rules and regulations laid down by JCQ for public exams;
- Understanding controlled assessment regulations and signing a declaration that authenticates the controlled assessment work as their own.
- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- Are required to remain in the exam room for the full duration of the exam

School Administration Officers / Site Managers are responsible for:

- Logging the date and time confidential exam material is received via post /courier in the exam log;
- Ensuring that confidential exam material is stored securely until collected and signed for by the Exams Officer.
- Maintaining the integrity and confidentiality of the exam materials
- Supporting the Exams Officer in relevant matters relating to exam rooms and resources
- Ensuring grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensuring fire alarm testing does not take place during exam sessions

3. Qualifications Offered

The qualifications offered at the school are decided by the Strategic Leadership Team and the Directors of Learning / Heads of Department.

The main qualification currently offered is the GCSE, in addition, BTECs, Cambridge Nationals and V Certs. A list of the subjects delivered in these qualifications may be found on the school's website [The Telford Langley School - Curriculum](#)

4. Exam Seasons and Exam Timetables

Exam Seasons

External exams are predominately scheduled in May and June. BTEC, Cambridge National and VCERT have non-examination assessments/ centre-assessed units throughout the academic year.

Internal mock exams will take place under formal exam conditions at key scheduled times in the year decided by the Deputy Head of Curriculum and Progress.

Exam Timetables

The Exams Officer will produce the mock exam timetable(s). Internal and external exam timetables will be circulated to all relevant parties.

5. Exam Entries

Directors of Learning / Heads of Department and subject teachers select the exam entries for candidates.

Requests to change the tier of entry or withdraw an exam entry received from candidates or parents / carers will only be accepted if they have been agreed by the Director of Learning / Head of Department after consultation with the Deputy Head of Curriculum and Progress.

Late entries or changes to the tier of entry after the entry deadline will only be accepted if they are authorised by the Director of Learning / Head of Department.

Entry deadlines are circulated by the Exams Officer to the Director of Learning / Heads of Department via e-mail.

The nominated member of administration team will inform the Exams Officer of new entrants to the school. The Directors of Learning/ Heads of Department are responsible for notifying the Exams Officer of any exam entries or registrations that need to be made for new students.

The school does not accept private candidates.

The school does not act as an exam centre for other organisations.

6. Exam Fees

The school will pay all normal exam fees and registrations. Avoidable late entry or amendment fees are paid for by departments. Fee reimbursement is sought from candidates

who fail to sit an exam or who do not fulfil the necessary coursework requirements unless they are able to provide medical evidence or evidence of other mitigating circumstances.

7. The Disability Discrimination Act (DDA)

The school publishes a separate Equality policy which is available from the Heads PA's Office or on the school website.

The Equality Act (2010) and Disability Discrimination Act (2005) – All staff involved in the exam process must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

<http://odi.dwp.gov.uk/docs/wor/new/ea-guide.pdf>

'A person has a disability for the purposes of the DDA if s/he has a physical or mental impairment that has a substantial and long term adverse effect on her/his ability to carry out normal day to day activities'

The school will meet the requirements of the DDA by ensuring that the school is accessible to all candidates. The responsibility for this lies with the Head of Centre and the Director of Inclusion who in turn will ensure the centre provides the appropriate adjustments for candidates with disabilities and learning difficulties.

Type of Disability or Disadvantage	Centre Solution
Broken arm/collar bone/finger or other such complaint	The school will arrange for candidates to have a scribe, laptop and/or extra time for the exam.
Generally feeling unwell	The school may be able to arrange for the candidate to sit the exam in a room on their own (invigilation staff permitting) and candidates will be allowed rest breaks of up to 10 minutes at a time without penalty to the overall exam duration.
Hearing disability	Candidates may have the use of a live speaker for the pre-recorded exam components, or a sign language interpreter. Candidates will be accommodated in a room on their own.
Learning disabilities	Candidates within the school are assessed and permitted the use of a scribe, reader and/or extra time as recommended by the Schools Senco/Assistant Senco.
Long term illness or disability	Candidates with a long-term illness or disability that makes travel to the school difficult may be allowed to sit their exams at home with permission from the individual exam boards.
Use of crutches for broken leg or other lower limb complaint	The main exam room is on the ground floor, but should a candidate need access to the upper floor we have a lift. There are also 'Evac Chairs' should we need to evacuate a wheelchair user from the upper floor. Candidates can also be

	accommodated in the small/large meeting room or office on the ground floor.
Visual disability	All exam rooms in the school are well lit. Candidates are permitted the use of their coloured overlay.
Wheelchair user	The main exam room is on the ground floor, but should a candidate need access to the upper floor we have a lift. There are also 'Evac Chairs' should we need to evacuate a wheelchair user from the upper floor. Candidates can also be accommodated in small/large meeting room or office on the ground floor.

8. Managing Exam Invigilators

External invigilators and support staff are used to invigilate public exams.

Recruitment of exam invigilators is the responsibility of the Deputy Head of Curriculum and Progress and the Exams Officer.

Securing Disclosure and Barring Service (DBS) clearance for new exam invigilators is the responsibility of the School Business Manager, the fees for which will be met by the school.

Exam invigilators are timetabled and briefed by the Exams Officer. Exam invigilators' rates of pay are set by the school.

9. Exam Days

In relation to timetabled examinations and the handling of scripts, the centre refers to the JCQ document Instructions for conducting examinations: <https://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>.

The Exams Officer will book all exam rooms after liaising with other users. They will also make sure the question papers, exam stationery and other materials are available to the invigilators.

The site management team is responsible for setting up the main hall to JCQ and awarding body requirements.

The invigilator will start all exams in accordance with JCQ guidelines.

Subject teachers may be on hand in practical exams in case of any technical difficulties.

Exam question papers are kept in sealed packets until signed out for the appropriate exam session. Packets of exam papers are only split when necessary and transport of papers is done in secure, opaque packets. Exam papers must not be read by invigilators, subject teachers or removed from the exam room before the end of a session. Papers are distributed to the Directors of Learning / Heads of Department by the Exams Officer 24 hours after the exam has officially ended.

ARRANGEMENTS FOR HANDLING SECURE ELECTRONIC MATERIALS

Centre authorisation

- Electronic question paper materials are only handled by members of staff authorised to do so by the head of centre.
- The head of centre ensures that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.
- At least two and no more than six members of centre staff are authorised to handle secure electronic materials, one of whom is the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

Secure account management

- All staff accessing secure assessment material via awarding bodies' online systems have a device complying with awarding bodies' multi-factor authentication (MFA) requirements.
- Email accounts used to access awarding body systems, including for secure material access, belong to named individuals accessed solely by individuals authorised by the head of centre to handle secure materials.
- Files are only accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials are never be forwarded or shared.
- By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.
- Accounts used to access secure material are audited regularly. Any unused or unneeded accounts are closed promptly, for example when a member of staff has left the centre or changed roles.
- Accounts are reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed. Devices used for the purposes of multi-factor authentication (MFA) are never shared by more than one member of staff.
- Secure password management is critical. Passwords used to access secure material are strong and not written down or shared. Accessing and printing secure files
- The release time for electronic question paper materials will be set by the awarding body. It may be varied by the awarding body to protect the security of the examination.
- The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. The file is accessed and downloaded only for use by candidates who have been entered for the examination.
- The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder.
- Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.
- Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.
- Secure files must be accessed and printed within a secure environment at the centre. Files are not accessed or printed at alternative locations without the awarding body's prior permission. Only authorised members of staff must be present in the room, e.g. exams office staff and a Reprographics Assistant. A subject teacher must not be present in the room.
- Once printed, question papers are sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely ready for transfer to the examination room at the appropriate time.

On the exam day:

Candidate cards are put onto exam desks by invigilators/Exams Officer (location on seating plan) which verify the identity of all candidates at the time of the examination (Invigilators must establish the identity of all candidates sitting examinations). Candidate cards have the following on them; name of school, centre number, candidate name, candidate number, candidate photo, date of birth, access arrangement entitlements. Senior members of staff approved by the Head of Centre may be present at the start of the exam to assist with the identification of candidates.

Students are reminded:

- that they are not to be in possession of a mobile phone/ iPod/ MP3 player/Smart Watch/watch, smart glasses or any other smart or electronic device, these must be left in their bag and switched off.
- if they are to bring a drink into an exam; it must be water in a clear transparent bottle with the label removed.
- no paper or other material in pockets.
- no wristbands or charity bands to be worn.

Food or sweets are not allowed in the exam room with the exception when it has been agreed prior to the exam for reasons such as, for example, diabetes.

In accordance with JCQ guidelines, subject staff may not be present in the exam room unless called upon to resolve a problem which the exam invigilators are unable to answer. Before entering the room, they will require prior authorisation from the Head of Centre.

Invigilators must not use their mobile phones during an exam other than to contact the exams officer.

10. Candidates

The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones 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.

Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave. Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. If they do, this must be reported to the relevant awarding body. Candidates must not open the question paper until the examination begins. If they do, this must be reported to the relevant awarding body

Candidates are expected to stay for the full exam time at the discretion of the Exams Officer and Invigilators in the room and may only leave the exam room for a genuine purpose. If they do leave the room, they are to be accompanied by a member of staff at all times. Candidates who are allowed to leave the exam room temporarily must be accompanied by an invigilator. Additional time will not be allowed for toilet breaks but time may be compensated for due to certain circumstances/medical issues such as nose bleeds, sickness etc. Candidates can only leave the examination room where necessary or where supervised rest breaks have been granted by the SENCo. The centre must ensure that candidates who leave the room do not have access to any unauthorised materials.

Disruptive candidates are dealt with by the Exams Officer and SLT in accordance with JCQ guidelines. SLT ensure support is provided for the EO and invigilators when dealing with

disruptive candidates in exam rooms. They also ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

The head of centre ensures (as required by an awarding body) 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.

11. Candidates Arriving Late/Absent

The Exams Officer and Senior Management are responsible for handling late or absent candidates on exam day or subsequently. If a student is absent, the Exams Officer will notify SLT who make phone calls home to locate the student. If necessary, the SLT will collect students if they are unable to travel to school. Persistent absentees are made aware to the Head of Year and SLT who put in place procedures to avoid absence relevant to the student's individual circumstances.

Late candidates will be escorted to the exam room by the Exams Officer/ SLT. They will be allowed the full time for the examination and if classed as very late, the awarding body will be informed as required.

The Exams Officer ensures that candidates who arrive very late for an exam are reported to the awarding body and warns the candidate that their work may not be accepted by the awarding body. The Invigilator records the information on the incident log and all relevant paperwork is completed.

For students who are absent from the exam they must give a valid reason for not sitting the exam. If a valid reason is given this may be due to illness, a recent bereavement or some other trauma, it is their responsibility or that of their parent / carer to alert the school, and evidence, such as a letter from the candidate's doctor, within three days of the exam. If there is no valid reason or evidence is not provided, then the parent/carer will incur a charge.

12. Clash Candidates and Special Consideration

Clash Candidates

The Exams Officer will be responsible as necessary for arranging escorts, identifying a secure venue and arranging overnight stays (if required) for any candidate who faces an exam clash on their exam timetable.

If the total duration of three or more examinations to be taken in one day is more than 5 hours 30 minutes for GCSE examinations, centres may wish to arrange overnight supervision. However, the candidate should be offered the opportunity to sit all the examinations on the scheduled day. The centre should submit a request for special consideration to the relevant awarding body for the final paper which has been taken.

Where the centre allows the candidate to take an examination scheduled for the afternoon session the following morning, the centre must always appoint a member of centre staff or an invigilator to supervise the candidate while he/she is on the premises sitting examinations. The candidate must be under centre supervision from 30 minutes after the awarding body's published starting time for the delayed examination. The centre must ensure there is no contact with other candidates.

If an examination from Friday afternoon is deferred, it must be taken the following morning, i.e. Saturday morning.

The supervision of a candidate on journeys to and from the centre and overnight may be undertaken by the candidate's parent/carer or centre staff. The centre must determine a method of supervision which ensures the candidate's wellbeing.

The supervisor must supervise the candidate from the time when he/she leaves the supervision of the centre until supervision of the candidate is transferred back again to the appointed person at the centre.

The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes email, internet, online streaming services, printed media, radio, social media (including messaging apps), telephone and television. It also includes printed media, radio and television which could report key details of the day's examinations.

The Overnight Supervision Declaration form must be completed no later than 24 hours prior to the overnight supervision commencing so that those involved fully understand their responsibilities. The centre and the supervisor must retain a copy of the form.

Overnight Supervision Declaration forms must not be enclosed with the scripts. The scripts must be sent to the awarding body/examiner in the normal way.

All completed Overnight Supervision Declaration forms must be kept on file at the centre for inspection. Forms may be stored electronically or in hard copy paper format. They must be retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Forms must not be sent to an awarding body, unless specifically requested.

The head of centre must be satisfied that the arrangements meet the awarding body's requirements. The awarding body must be informed immediately of any known or suspected contravention of these conditions.

The awarding body may use appropriate means to check that these conditions have been adhered to and will act if there is evidence of any contravention. This could lead to the disqualification of the candidate(s) involved and could affect whether the awarding body would allow such arrangements to be made in the future. (JCQ Guidance notes for overnight supervision of candidates with a timetable variation 2024 / 25).

Special Consideration

If a candidate feels they are eligible for special consideration as they have been disadvantaged or disturbed during an exam, this may be due to illness, a recent bereavement or some other trauma, it is their responsibility or that of their parent / carer to alert the school, the Exams Officer or the exam invigilator to that effect.

The candidate must support any special consideration claim with appropriate evidence, such as a letter from the candidate's doctor, within three days of the exam. The Exams Officer will then forward a completed special consideration request to the relevant awarding body within seven days of the exam.

If an unforeseen event affects the running of the exam, for example a prolonged fire alarm or unexpected interruption, the Exams Officer will apply to the awarding body for special consideration.

13. Regulations and Malpractice

Regulations

- The school's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times.
- Written procedures to verify the identity of all candidates at the time of the examination or assessment are followed.
- Candidates' personal belongings remain their own responsibility and the school accepts no liability for their loss or damage.
- Candidates who leave the exam room temporarily for a genuine purpose must be accompanied by a member of staff at all times.
- The Exams Officer and Senior Management will attempt to contact any candidate who is not present at the start of an exam and then deal with them in accordance with JCQ guidelines.
- The Exams Officer and Senior Management will deal with any late or absent candidates on exam days.
- Candidates are expected to stay for the full length of an exam.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.

Malpractice

The Telford Langley school will take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place.

The Deputy Head of Curriculum and Progress and the Exams Officer are responsible for investigating suspected cases of malpractice.

Any suspected case of malpractice must be reported to the Exams Officer immediately who will notify the appropriate awarding body immediately of all alleged, suspected or actual incidents of malpractice, using the appropriate forms, and will conduct any investigation and gathering of information in accordance with the requirements of the JCQ document 'Suspected Malpractice - Policies and Procedures', 1 September 2024 to 31 August 2025 and provide such information and advice as the awarding body may reasonably require.

A report will then be forwarded to the awarding body. The awarding body will decide on the basis of the report, and any supporting documentation, whether there is evidence of malpractice and if any further investigation is required. The head of centre will be informed accordingly (SMPP 5.39-5.40).

Once a decision has been made, it will be communicated in writing to the head of centre as soon as possible. The head of centre will communicate the decision to the individuals concerned and pass on details of any sanctions and action in cases where this is indicated. The head of centre will also inform the individuals if they have the right to appeal (SMPP 11.1).

Candidate malpractice means malpractice by a candidate in connection with any examination or assessment, including the preparation and authentication of any controlled assessments, coursework or non-examination assessments, the presentation of any practical work, the compilation of portfolios of assessment evidence and the writing of any examination paper (SMPP 2).

Centre staff malpractice means malpractice committed by

- a member of staff, contractor (whether employed under a contract of employment or a contract for services) or a volunteer at a centre; or
- an individual appointed in another capacity by a centre such as an invigilator, a Communication Professional, a Language Modifier, a practical assistant, a prompter, a reader or a scribe (SMPP 2)

14. Non-Examination Assessment / Coursework and Appeals against Internal Assessments

Controlled Assessment / Coursework

The school publishes a separate policy on Non-Examination Assessments and coursework which is available from the Exams Officer; it lists the responsibilities of the relevant staff in terms of organising, administering and overseeing controlled assessments.

Appeals against Internal Assessments

The school publishes a separate policy on 'Internal Appeals', which is available on the school website and from the Exams Officer.

The main points are:

- appeals can only be made if they apply to the process and procedures used in assessing work, an appeal cannot be made against the mark or grade awarded;
- candidates may appeal if they feel their non-examination assessment has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification;
- appeals should be made in writing as soon as possible and at least two weeks before the end of the last external assessed paper in the exam series;
- the appeal panel findings will be formally reported back to all parties concerned with any significant irregularity being report to the awarding body.

15. Contingency Planning

Contingency planning for exam administration including the procedures for emergency access arrangements, is the responsibility of the Exams Officer and the Deputy Head of Curriculum and Progress.

Examples of this could include ensuring that:

- the centre is accessible to all candidates;
- there are internal procedures in place to ensure that candidates are not disadvantaged due to an unforeseen temporary disability;
- there is a trained member of staff available if the Exams Officer is absent;
- prior consideration has been given to how the centre can remain open in adverse weather conditions.

16. Results, Review of Results (ROR's) and Access to Scripts (ATS)

Results

The Telford Langley School:

- Keeps results entirely confidential and restricted to the head of centre, examinations office staff and at the discretion of the head of centre, key members of teaching staff within the centre, the consortium or Multi Academy Trust, until the official dates and times of release of results to candidates. The centre should refer to the JCQ document Notice to Centres – release of results: <https://www.jcq.org.uk/exams-office/results-and-certification>
- Reports immediately to the awarding body/bodies any potential or actual breach of the results
- Distributes provisional statements of results to all candidates without delay and regardless of any disputes (such as non-payment of fees). Provisional results for candidates are not withheld under any circumstances.
- Candidates will receive individual results slips on results' day, either in person at the school, by post to their home address for which candidates should provide a self-addressed envelope or via direct email for which candidates must provide written authority.
- Arrangements for the school to be open on results' day is the responsibility of the Deputy Head for Curriculum and Progress and the Exams Officer.
- The provision of staff on results' day is the responsibility of the Deputy Head for Curriculum and Progress and the Exams Officer.
- Release of information to the public and press is the responsibility of the Head of Centre.

Review of Results (RORs)

The Telford Langley School has in place written procedures for how it deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures are made widely available and accessible to all candidates. Candidates are made aware of the arrangements for post-results services prior to the issue of results.

All Awarding Bodies offer a service for enquiries about results on payment of a set fee. There are three types of service available:-

Service 1 (Clerical re-check)

This is a re-check of all clerical procedures leading to the issue of a result.

Service 2 (Post-results review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for externally assessed components of both unitised and linear specifications.

Service 3 (Post-results review of moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. Please note that if the centre's controlled assessment or coursework marks have been accepted without change by an Awarding Body, this service will not be available.

When an enquiry is made there are three possible outcomes:

- ☐ The original grade mark is confirmed as correct and there is no change to the grade.
 - ☐ The original mark is raised so that the final grade may be higher than the original grade received.
 - ☐ The original mark is lowered so that the final grade may be lower than the original grade received.
- RORs may be requested by the Director / Head of Department or candidates if there are reasonable grounds for believing there has been an error in marking.
 - If a result is queried, the Exams Officer and the Deputy Head of Curriculum and Progress will investigate the feasibility of asking for an ROR at the expense of the school.
 - When the school does not uphold an ROR application, a candidate may still request for an enquiry to be made providing they have paid the relevant fee prior to the deadline for submitting the application.
 - The consent of candidates must be obtained for all RORs requiring a clerical re-check or a review of the marking.

A candidate wishing to make such an enquiry should initially contact the Exams Officer, their subject teacher or the Head of Department. If they then wish to proceed with an appeal, they will be asked to sign to acknowledge that they understand that there are three possible outcomes and that they give their consent to the enquiry about results being made. Candidate consent is not required for post-results review of moderation as candidates' marks may be lowered but their published subject grades will not be lowered in the series concerned.

If the school supports the enquiry the fee payable to the Awarding Body will be met by the school, if a candidate wishes to make an enquiry independently they will be asked to pay the fee before the enquiry is made. The school will make a decision on whether to support the enquiry based on several factors including knowledge of the exam system and professional judgment.

The candidate will be notified of the outcome of the enquiry as soon as notification is received from the Awarding Body. If the enquiry leads to the grade changing to a higher grade, any fee paid by the candidate will be refunded.

Review of Results (ROR's) is an extension of the process to examine the procedures that were used in arriving at the awarded marks.

Private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body.

Access to Scripts (ATS)

- After the release of results, candidates may ask subject staff to request the return of their exam scripts; a fee will be payable for this service.
- Directors of Learning / Heads of department may request for exam scripts to be returned for teaching and learning purposes after obtaining the consent of candidates.
- GCSE re-marks cannot be applied for once a script has been returned.

17. Certificates

- The school obtains and maintains accurate candidate contact information to ensure the correct and secure despatch of certificates.
- Certificates may be collected by candidates or they may arrange for certificates to be collected on their behalf by providing the Exams Officer with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates.
- The school retains certificates for ten years, after which time, any unclaimed certificates are destroyed in a confidential manner. A record of certificates that have been destroyed is retained for a minimum of four years after their date of destruction.
- Candidates who mislay their exam certificates must contact the awarding body for confirmation of their grades.

18. Links to other School Policies and References

This policy links to the following policies and procedures:

- The Telford Langley School Equality Policy
- The Equality Act (2010)
- The Disability Discrimination Act (2005)
- JCQ - Instructions for Conducting Examinations (ICE)
- JCQ - Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework) (ICC)
- General Regulations for Approved Centres
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
<https://www.jcq.org.uk/exams-office/appeals>