



**The Telford Langley School**  
**ENSURING EXCELLENCE**

**Examination Policy – Academic Year 2021-22**

Approved: Autumn 2021

# Examination Policy

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# 1. Purpose of the Examination Policy

The purpose of this examination policy is to ensure that:

- the planning, administration and management of exam and controlled assessment processes are conducted efficiently and in the best interest of candidates;
- all exams and external assessment processes are conducted in line with national and awarding body regulations;
- there is an effective exam system in operation with clear guidelines for all relevant staff.

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 Student Progress and the Lead Exam, Data and Reporting 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.

#### is responsible for:

- the overall responsibility for the school as an exam centre;
- ensuring 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 for exams and 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 \(ICE\)](#)
  - [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 \(SC\)](#)

#### Deputy Head of Student Progress is responsible for:

- organising teaching and learning;
- the external validation of courses followed at Key Stage 4;
- advising on appeals and re-mark requests;
- arranging contingency planning for exam administration;
- overseeing the investigation of suspected cases of malpractice;

- overseeing the tracking and intervention strategies used to monitor candidate performance;
- monitoring Progress 8 and Attainment 8 for candidates at Key Stage 4.

## **Lead Exam, Data and Reporting Officer**

The examinations 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:**

- understands 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](#)
- 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;
- 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;
- receiving, checking and storing securely all exam papers and completed scripts;
- 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;
- accounting for income and expenditure relating to all exam costs / charges;
- line managing the exam invigilators and organising the recruitment, training and monitoring of a team of exam invigilators responsible for the conduct of exams;
- 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 Student 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 Student Progress;
- contacting absent candidates on exam days;
- assisting with the investigation of any suspected cases of malpractice.
- observe 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)
- works 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.
- supports 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 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
- completes/submits 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

### **Directors / Heads of Department are responsible for:**

- entering students for the appropriate qualification that will ensure they are given the best possible opportunity to achieve in their subject;
- liaising with the Lead Exam, Data & Reporting Officer and informing them in September of any new qualifications they are considering or intending to offer;
- ensuring that they and their department are familiar with the relevant assessment frameworks and objectives for all relevant exams;
- ensuring 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.
- ensuring 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 Lead Exam, Data & Reporting Officer;
  - despatching all work on time and obtaining a certificate of posting.
- analysing their subject's exam performance data and reviewing practice in light of this analysis, with consideration being given to:
  - performance against predications and prior attainment data;
  - performance by teaching group;
- performance by sub groups including gender, ethnicity, pupil premium and SEN data.
- are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for Conducting Examinations](#)

- [Access Arrangements and Reasonable Adjustments](#)
- [Suspected Malpractice - Policies and Procedures](#)
- [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)
- [A guide to the special consideration process](#)

### **Teachers are responsible for:**

- identifying candidates and collating evidence of candidates who may potentially require access arrangements and then notifying their Director / Head of Department and the Director of Inclusion as soon as possible after the start of the course;
- submitting the names of candidates for entries, amendments, coursework / controlled assessments to their Director / 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.
- ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications

### **Director of Inclusion is responsible for:**

- 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 online for access arrangements with the Lead Exam, Data & Reporting Officer;
- notifying teaching staff and the Lead Exam, Data Exam and Reporting Officer of the candidates with approved access arrangements;
- 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*;
- gathers 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.
- employs good practice in relation to the Equality Act 2010
- ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- provides and annually reviews a centre policy on the use of word processors in exams and assessments

### **Invigilators are responsible for:**

- collecting exam papers and other material from the exam store before the start of the exam;
- 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 Lead Exam, Data and Reporting Officer of any missing / late candidates;
- informing and logging any suspected cases of malpractice to the Lead Data, Exam and Reporting Officer to enable them to investigate and follow up.
- attend/undertake training, update, briefing and review sessions as required
- provide information as requested on their availability to invigilate
- sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

### **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.

### **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 delivered and signed for by the Lead Exam, Data and Reporting Officer.

## **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, OCR Nationals and V Certs. A list of the subjects delivered in these qualifications may be found in the school's published prospectus.

## **4. Exam Seasons and Exam Timetables**

### **Exam Seasons**

External exams are predominately scheduled in May and June. BTEC, Cambridge National and VCERT have exams throughout the academic year.

Internal mock exams can be scheduled on request by the Directors of Learning / Heads of Department. Mock exams will take place under formal exam conditions at key scheduled times in the year decided by the Deputy Head of Student Progress.

## **Exam Timetables**

The Exam, Data and Reporting 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 Student 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 Lead Exam, Data and Reporting Officer to the Director of Learning / Heads of Department via e-mail.

The school administrator will inform the Lead Exam, Data and Reporting Officer of new entrants to the school. The Directors of Learning/ Heads of Department are responsible for notifying the Lead Exam, Data and Reporting Officer of any exam entries or registrations that need to be made for new students.

The school only accepts entries for external candidates from members of staff.

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.

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 use 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 overlays along with exam papers copied onto coloured paper.
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 use 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 Student Progress and the Lead Exam, Data and Reporting 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 Lead Exam, Data and Reporting Officer.

Exam invigilators' rates of pay are set by the school.

## 9. Exam Days

The Lead Exam, Data and Reporting 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 allocated exam rooms.

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 papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to the Directors of Learning / Heads of Department by the Lead Exam, Data and Reporting Officer 24 hours after the exam has officially ended.

Candidate cards are put onto exam desks by invigilators/exam 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 arrangements 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 on the day are reminded

- that they are not to be in possession of a mobile phone/ iPod/ MP3 player/Smart Watch/watch or any other electronic device, these must be left in your 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

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.

## **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.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Lead Exam, Data and Reporting 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.

## **11. Candidates Arriving Late/Absent**

The Lead Exam, Data and Reporting Officer and Senior Management are responsible for handling late or absent candidates on exam day or subsequently.

The Lead Exam, Data and Reporting 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. Candidates are allowed to enter the examination room and sit the examination for the full duration. 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 Lead Exam, Data and Reporting 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.

### **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 Lead Exam, Data and Reporting 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 Lead Exam, Data and Reporting 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 Lead Exam, Data and Reporting 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.
- Candidates' personal belongings remain their own responsibility and the school accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.
- The Lead Exam, Data and Reporting Officer 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.
- Candidates are expected to stay for the full length of an exam.
- Candidates who leave the exam room temporarily for a genuine purpose must be accompanied by a member of staff at all times.
- The Lead Exam, Data and Reporting Officer will deal with any late or absent candidates on exam days.

### Malpractice

The Deputy Head of Student Progress and the Lead Exam, Data and Reporting Officer are responsible for investigating suspected cases of malpractice. Any suspected case of malpractice must be reported to the Lead Exam, Data, and Reporting Officer immediately. A full investigation will then take place as per *JCQ Suspected Malpractice in Examinations and Assessments Policies and Procedures*, a report will then be forwarded to the awarding body. Their decision will be conveyed to all concerned parties and a right of appeal is available to anyone accused of malpractice.

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

### Controlled Assessment / Coursework

The school publishes a separate policy on Non-Examination Assessments which is available from the Lead Exam, Data and Reporting 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 Lead Exam, Data and Reporting 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 exams' administration including the procedures for emergency access arrangements, is the responsibility of the Lead Exam, Data and Reporting Officer and the Deputy Head of Student 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 Lead, Exam, Data and Reporting 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

- Candidates will receive individual results slips on results' day, either in person at the school or by post to their home address for which candidates should provide a self-addressed envelope.
- Arrangements for the school to be open on results' day is the responsibility of the Deputy Head for Student Progress and the Lead Exam, Data and Reporting Officer.
- The provision of staff on results' day is the responsibility of the Deputy Head for Student Progress and the Lead Exam, Data and Reporting Officer.
- Release of information to the public and press is the responsibility of the Head of Centre.

### Results, Review of Results (RORs)

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 Lead Exam, Data and Reporting Officer and the Deputy Head of Student 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 Lead Exam, Data and Reporting 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.

### **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**

- Certificates are presented in person on Celebration Evening
- Certificates may be collected by candidates or by their parents / carers.
- The school retains certificates for ten years.
- 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 - General Regulations for Approved Centres (GR)
- JCQ - Instructions for Conducting Examinations (ICE)
- JCQ - Access Arrangements and Reasonable Adjustments (AA)
- JCQ - Suspected Malpractice - Policies and Procedures (SM)
- JCQ - Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework)
- JCQ - A guide to the special consideration process (SC)
- JCQ - Post-results services (PRS)