



# Candidate Exam Handbook

## 2024-2025

This handbook is reviewed and updated annually

Produced/reviewed by	
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## Introduction

Linwood School is committed to ensuring that candidates are fully briefed on the exam and assessment process in place in the centre and are made aware of the required JCQ awarding body instructions and information for candidates.

## Purpose of the candidate exam handbook

This handbook is intended to complement the candidate briefings within the classroom and to ensure candidates are provided with all relevant information about their exams and assessments. Also included within are copies of relevant JCQ information for candidates, documents and posters.

You can use this handbook to refer to near to the exam period to make sure you know what to expect.

Candidates will be notified which accreditations they have been entered for in October for November series and March for June series. All of the information should be checked carefully and if any are incorrect you should speak to your teacher or the Exams Officer.

## Malpractice

To maintain the integrity of qualifications, strict Regulations are in place. Malpractice means any act or practice which is in breach of the Regulations.

Any person completing examinations/assessments 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 publication *Suspected Malpractice – Policies and Procedures*.

Examples of what constitutes malpractice include:

### Written Exam / Assessment

- Introduction of unauthorised material into the examination room
- Breaches of examination conditions
- Exchanging, obtaining, receiving, or passing on information which could be examination related (or the attempt to)
- Offences relating to the content of candidates' work
- Undermining the integrity of examinations/assessments

### Non-Exam Assessment

- collusion: working collaboratively with other candidates, beyond what is permitted
- copying from another candidate (including the use of technology to aid the copying)
- the inclusion of offensive comments, obscenities or drawings; discriminatory language, remarks or drawings directed at an individual or groups

### Research and using references

- Where computer-generated content has been used (such as an AI Chatbot), your reference must show the name of the AI bot used and should show the date the content was generated. For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2025. You must submit a copy of the computer-generated content with your work for reference and authentication purposes. If not referenced this would be malpractice.
- If you copy the words, ideas or outputs of others and do not show your sources in references and a bibliography, this will be considered as cheating.

## Things not to do on Social Media

- Buy/ask for/share exam or assessment content
- Pass on rumours of what's in exams or assessments
- Share your work
- Work with others so that your assessment is not your own independent work

## Plagiarism

- Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. It is a form of cheating which is taken very seriously.

## Sanctions applied against candidates

Sanctions for candidates who have committed malpractice include:

- Warning
- Loss of marks for a section
- Loss of marks for a component
- Loss of marks for a unit
- Disqualification from a unit
- Disqualification from all units in one or more qualifications
- Disqualification from a whole qualification
- Disqualification from all qualifications taken in that series
- Candidate debarment

## Personal data

The awarding bodies collect information about exam candidates. To understand what information is collected and how it is used, you must read the JCQ Information for candidates – Privacy Notice. Appendix 1.

### *Examples*

- Any person involved in completing examinations/assessments 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...
- 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.

## Personal Data, freedom of information and Copyright

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.

Awarding bodies must make a copy of the personal data they hold on an individual available to him or her when requested, subject to the application of any relevant exemptions. Candidates and other individuals may obtain access to their personal data such as examination results by applying to the appropriate awarding body.

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. If you require further information about how your Student Materials may be used you can contact the awarding body.

Centres and awarding bodies that are not public authorities (as defined by the Freedom of Information Act) are not subject to its requirements. However, information held on behalf of other public authorities such as DfE or Ofqual will also fall within the scope of the Act.

The copyright of any form of work created by a candidate that is submitted to an awarding body for assessment (referred to as Assessment Materials) belongs to the candidate. By submitting this work, a candidate is granting the awarding body a non-exclusive, royalty-free licence to use their assessment materials (referred to as Assessment Licence). If a candidate wishes to terminate the awarding body's rights for anything other than assessing his/her work, the awarding body must be notified by the centre and it is at the discretion of the awarding body whether or not to terminate such rights.

Candidates may access Student Materials (including examination scripts) through the access to scripts arrangements set out in paragraph 5.13 of JCQ General regulations.

## Exams

Written exams are the more traditional method of assessment for attainment. Candidates participating in these courses are issued with the following documents at the start of the Summer term for the Summer Series and at the end of October for the November (resit) series.

- Candidate Handbook – which includes JCQ Information for candidates and exam room posters.
- Candidate statement of entry
- Candidate exam timetable
- Details of Access Arrangements

Make sure all information is read and correct. Any queries speak to your subject teacher.

## On-screen tests

On screen tests are conducted under exam conditions and invigilated in the same way as written exams. You must read JCQ Information for candidates – on-screen tests appendix 5 for further information.

## Coursework/controlled assessments/non-examination assessments

Some accreditation courses are not assessed by formal examinations, or have elements of coursework which are internally assessed. Your teacher will advise which subjects this applies to. You will usually be advised by your class teacher when you are due to complete a controlled assessment or piece of coursework. There are exceptional circumstances where it may be felt a candidate may perform better if they are not aware they are undergoing an assessment, in which case you will not be told until afterwards.

Controlled assessments and coursework are marked internally prior to sending to the awarding body for external moderation. Results are issued at the same time as the formal examination results. You must read JCQ Information for candidates – non-examination assessments appendix 6 and JCQ Information for candidates – coursework appendix 3.

## Where and when you will take your exams

You will be issued with a timetable for your exams in advance, GCSE exams dates are set nationally by the exam board, other exam dates are set by the school.

You will take your exam in your classroom or another room on the campus where you normally study.

The November 2024 exam period is 4<sup>th</sup> November – 13<sup>th</sup> November. The Summer 2025 exam period is 8<sup>th</sup> May to 25<sup>th</sup> June. You should make sure you are available on any school day within that period in case your exam is rescheduled, although this is unlikely.

## Summer 2025 Contingency days

Summer 2025 Contingency days are afternoon of Wednesday 11<sup>th</sup> June 2025 and Wednesday 25<sup>th</sup> June 2025. Candidate must remain available on these days in event of national or significant local disruption to exams in the United Kingdom. Please consider these days when making plans for the summer.

## What time your exams will start and finish

- Morning GCSE exams start at **9.00 am**
- Afternoon GCSE exams start at **1.00 pm**
- Other exams may be at different times, but you will be informed in advance.
- **You MUST arrive at least 15 minutes before the published start time**

## Supervision during your exams

Exams are supervised by a team of invigilators, usually Linwood Teaching Assistants who are known to the candidates, and overseen by a roving invigilator who is part of the Exams Team. Students will not be supervised by subject Teachers and TA's.

Invigilators have to follow strict rules and regulations when conducting exams as directed by JCQ and awarding bodies.

## Exam room conditions

- You will be directed to your exam room by one of the Invigilators
- 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 listen to and follow the instructions of the invigilator at all times in the exam room
- Candidates must only complete information of the front of their answer books when the invigilator's announcement instructs them to
- Candidates must not open the question paper until the examination begins. If they do, this must be reported to the relevant awarding body.
- 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.
- Outside the exam room you will see official warning posters detailing events of malpractice
- Candidates are responsible for producing legible handwriting in their exams, unless you have been granted the use of a word processor
- Additional answer sheets will be provided if required
- If candidates leave the room during the examination. They will be accompanied by an exam invigilator and remain under exam conditions at all time.

## Where you will sit in the exam room

- You will be instructed where to sit for your exams.
- On your desk will be
  - Candidate identification card which will include your photo, candidate name, candidate number and Access Arrangements.
  - Pencil Case – with required stationery for the exam
  - Timing Sheet – which will state, candidate name, candidate number, date, examination title, paper name, length of exam, start time, finish time.
  - Resources for exam i.e. dictionary or calculator if required for exam.

## Candidate Identification procedure

- Only Linwood students sit examination.
- Students will be identified by teacher and TA on site where exams are
- All desks will have an identification card with student photo for use by exams and external staff i.e. JCQ inspector
- If students do not wish a photo to be used the phase leader will be present to identify candidates at the beginning of the examination.

## What equipment you need to bring to your exams

Any equipment you need will be provided by the school, however, you are welcome to bring your own equipment. Please make sure all equipment is in a transparent case. Exam answers must be written in black ink.

In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

Official examination stationery must be used, no other stationery, including paper for rough work, can be provided.

## Using calculators

We will have calculators available for you to use, if the exam allows their use. However, it is better if you bring your own as you will be more familiar with how it works.

You must be aware of JCQ awarding body instructions regarding the use of calculators in your exams which state:

- The instructions on the question paper will say whether calculators are allowed or not. If the instructions do not include such a statement, calculators should be treated as standard equipment and may be used by candidates.
- Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.
- During an examination a calculator must not be able to offer any of these facilities:
  - a) language translators;
  - b) symbolic algebra manipulation;
  - c) symbolic differentiation or integration;
  - d) communication with other machines or the internet;

- During an examination a calculator must not give access to pre-stored information. This includes:
  - a) databanks;
  - b) dictionaries;
  - c) mathematical formulae;
  - d) text.
- A calculator must not be borrowed from another candidate during an examination.
- Some calculators have an 'exam mode'. This is acceptable in examinations where the exam mode is activated and the exam mode results in the calculator becoming compliant with the above requirements.

### **What you must not bring in the exam room**

Please see appendix 8 for unauthorised items in the examination room. Any breach will be reported to the examination body and could lead to disqualification.

Bags and unauthorised items can be stored in student lockers or left at reception.

### **Food and drink in exam rooms**

Water bottles should be clear and have the label removed. No food is permitted in the exam rooms unless by prior arrangement with the class teacher or exam invigilator. If food is authorised, it must clear of packaging and in a see-through bag.

### **What to do if you arrive late for an exam**

You should report to your teacher immediately upon arrival. Wherever possible you will be taken to your exam room and will start the examination late. The awarding body will be contacted and advised of your start time together with any mitigating circumstances.

### **What to do if you are unwell on the day of an exam**

Please contact the school in the usual way to advise of absence, also make contact directly with your teacher or the Exams Officer.

If you are unwell but manage to attend the exam you should advise the Invigilator.

If you feel unwell during an exam you should advise your Invigilator who will help you decide whether you continue with the exam or otherwise.

You may be eligible to make an application for Special Consideration which the Exams Officer will make on your behalf. The awarding body will make a decision based on the supporting information supplied to them by the centre. Special Consideration is normally given by applying an allowance of marks to each component affected within a specification. The size of the allowance depends on the timing, nature and extent of the illness or misfortune, to a maximum of 5% of raw marks.

### **What happens in the event of an emergency in the exam room**

In the event of an emergency your Invigilator will collect your question and answer papers and escort you from the building in line with the evacuation procedure. You will remain under exam conditions and supervision until you are able to re-enter the exam room and continue with your exam.



## Candidates with access arrangements

Access Arrangements are determined by your phase leader, in conjunction with relevant teaching staff and exam office personnel. They are agreed before an assessment. They allow candidates with special education needs, disabilities or temporary injuries to:

- Access the assessment;
- Show what they know and can do without changing the demands of the assessment.

The main access arrangements which may be awarded include:

- Extra time to complete the exam – usually 25%
- A reader - someone reads the questions to you
- A scribe – someone writing the answers which you tell them to write
- A prompter – someone to remind you to focus and get on with the exam
- Rest breaks – which are supervised so you cannot talk to any other candidates
- The use of a computer instead of writing your answers
- The use of speech recognition or reading software.
- Sitting in a separate room

Your teachers will decide what arrangements are suitable for you depending on your normal way of working. We will apply directly to the awarding bodies for Access Arrangements on your behalf. You will be notified of your approved Access Arrangements in writing. In some cases, an assessment may be carried out with you by an external assessor who specialises in Access Arrangements. If your teacher thinks you would benefit from this they will discuss it in detail with you. You have the right to appeal your access arrangements. Please speak to your class teacher in the first instance if you do not agree with the access arrangements.

## Results

Results are issued to candidates by first-class post on the relevant awarding body's published release date. If you would like your results to be emailed to you so they arrive on the release date itself, then please request this by emailing the exams office on [exams@linwood.bournemouth.sch.uk](mailto:exams@linwood.bournemouth.sch.uk). For the November exam series this will be 9<sup>th</sup> January 2025 and for the Summer 2025 exam series this will be on Thursday 21<sup>st</sup> August 2025.

## Enquiries about results

If your results are significantly lower than you expect, it is possible to apply to the exam board for the marking of your paper to be reviewed.

If you think this applies to you, you should email the exams office immediately on [exams@linwood.bournemouth.sch.uk](mailto:exams@linwood.bournemouth.sch.uk) and we will be able to give you further advice about the next steps.

You are able to request access to scripts through the exams office. Please email the exams office. There is no charge for this services and you will be asked to complete the JCQ access to scripts form giving the exam officer authority to request scripts on your behalf.

We would generally only recommend applying for a review of marking if your result is close to the next grade boundary up. You need to be aware that results can go down as well as up, and usually stay the same.

You will be charged a fee for using these services.

## Certificates

- Certificates for the Summer series of exams are available in the following November. If the candidate is unable to receive the certificates in person, they should make alternative arrangements with the Exams Office.
- In exceptional circumstances certificates will be sent to a pre-agreed address via recorded delivery.
- Unclaimed certificates are stored for a period of one year, after which they are destroyed.

## Internal appeals procedure

Linwood School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

If a candidate or parent/career believes that this may not have they may make use of the internal appeals procedure on appendix 9.

## Complaints Policy

If you have any concerns regarding the centre delivery or administration of a qualification please do not hesitate to contact the school to discuss. There is a formal written complaints policy available on the school website or you can request a copy from the exams office.

## Further Information

The exam boards require or suggest that we bring the following documents to your notice:

- JCQ Preparing for your exam guide
- Information for Candidates – Coursework assessments
- Information for Candidates – Privacy Notice, General and Vocational Qualifications
- Information for Candidates – Using social media and examinations/assessments.
- Information for Candidates for Written Examinations
- Information for Candidates for On-screen Tests
- Information for Candidates for Non-exam assessments
- Warning to Candidates Poster
- Mobile Unauthorised Items
- JCQ AI Poster for students

These documents are on the following pages, please read them.

There is also a policy concerning the way you can appeal any results from coursework or exams if you do not agree with the mark you have been given.

You will be asked to sign a paper to say that you have read and understood both this handbook and, in particular, the appeals policy.

There are a number of other useful documents on the exams area of the Linwood School website which give more details about exam regulations, access arrangements etc. which you can consult if you want further information.

You, or your parents, can contact the exams office by email at [exams@linwood.bournemouth.sch.uk](mailto:exams@linwood.bournemouth.sch.uk) or call Sarah Hawkins 01202 525107 Ext 214 if you have any questions about the exam process at any time.



## On your exam day

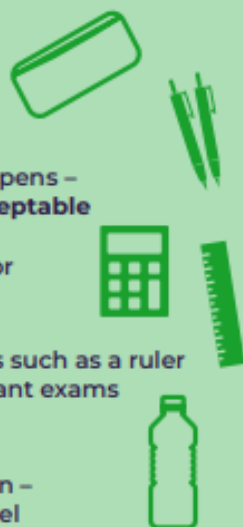
This checklist will help you to be as prepared as possible for your exams so that you can focus on doing your best on the day.

### Before sitting your exams, ensure you know:

- the date, time and location of each of your exams. You might find it helpful to write this information in a calendar or planner.
- who to contact at school or college in case there's an emergency that makes you late or unable to sit your exam.

### What you will need:

- a clear pencil case
- at least two black ink pens – blue pens are **not acceptable**
- an approved calculator for relevant exams
- appropriate apparatus such as a ruler or protractor for relevant exams
- a clear water bottle if you wish to take one in – it **must not** have a label



### What you cannot take into exams:

- any type of phone
- revision notes
- any type of watch (this includes analogue, digital and smart watches)



### Other important information:

- Listen carefully to the invigilator's instructions which will be specific to your exam. If you are unsure of anything, please raise your hand and wait for the invigilator to respond.
- Fill in your details on the front of your answer booklet.
- If you need additional answer sheets, raise your hand and wait for an invigilator who will provide you with one. Remember to add your details to this booklet.
- If you need to use the toilet or feel unwell, raise your hand and wait for an invigilator who will escort you from the exam room.
- Remember to stay silent – talking to a fellow candidate could result in disqualification from all your exams.

### Contingency sessions:

- There are contingency sessions within the Summer 2025 exam timetable – the afternoon of 11 June 2025 and the morning and afternoon of 25 June 2025. Make sure you are available on all three dates even if you do not have an exam.

If you have any questions about your exams, please ask your teacher or exams officer.



You can also find useful information about preparing for exams at [www.jcq.org.uk/exams-office/information-for-candidates-documents](http://www.jcq.org.uk/exams-office/information-for-candidates-documents)

**While we like to share our experiences online, when it comes to exams and other assessments, we have to be careful.**

- Sharing ideas online can be helpful when you're studying or revising
- However, sharing certain information (see information on the right) can break the rules and could affect your results
- If you're not sure what you can and can't discuss online, check with your teacher
- If you receive exam content on social media, you must tell your teacher
- Don't be caught out by scammers selling fake exam papers










**JCQ** Things to do on social media:

- Have fun
- Be responsible
- Report any exam or assessment content you see to your teacher

**JCQ** Things not to do on social media:

- Buy/ask for/share exam or assessment content
- Pass on rumours of what's in exams or assessments
- Share your work
- Work with others so that your assessment is not your own independent work

**JCQ** If you do any of the above activities, you may:

- ! • Receive a written warning
- ! • Lose marks
- ! • Be disqualified from a part of or all of your qualifications
- ! • Be banned from taking exams and assessments for a number of years

Please take the time to familiarise yourself with the JCQ rules:  
[jcq.org.uk/exams-office/information-for-candidates-documents](http://jcq.org.uk/exams-office/information-for-candidates-documents)

## Appendix 3 – JCQ Information to Candidates - Coursework assessments 2024-2025

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment.



### Information for candidates

Coursework assessments

Effective from 1 September 2024

Produced on behalf of:



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This document tells you about some things that you **must** and **must not** do when you are completing coursework.

When you submit your work for marking, you will be asked to sign an authentication statement confirming that you have read and followed these regulations.

If there is anything that you do not understand, you **must** ask your teacher.

In some subjects you will have an opportunity to do some independent research into a topic. The research you do may involve looking for information in published sources such as textbooks, encyclopedias, journals, TV, radio and on the internet.

You can demonstrate your knowledge and understanding of a subject by using information from sources or generated from sources which may include the internet and AI. Remember, though, information from these sources may be incorrect or biased. You **must** take care how you use this material - you **cannot** copy it and claim it as your own work.

The regulations state that:

'the work which you submit for assessment **must** be your own';

'you **must not** copy from someone else or allow another candidate to copy from you'.

If you use the same wording as a published source, you **must** place quotation marks around the passage and state where it came from. This is called 'referencing'. You **must** make sure that you give detailed references for everything in your work which is not in your own words. A reference from a printed book or journal should show the name of the author, the year of publication and the page number, for example: (Morrison, 2000, p29).

For material taken from the internet, your reference should show the date when the material was downloaded and **must** show the precise web page, not the search engine used to locate it. This can be copied from the address line. For example: [http://news.bbc.co.uk/onthisday/hi/dates/stories/october/28/newsid\\_2621000/2621915.stm](http://news.bbc.co.uk/onthisday/hi/dates/stories/october/28/newsid_2621000/2621915.stm), downloaded 5 February 2025.

Where computer-generated content has been used (such as an AI Chatbot), your reference **must** show the name of the AI bot used and should show the date the content was generated. For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2025. You **must** submit a copy of the computer-generated content with your work for reference and authentication purposes.

You may be required to produce a bibliography at the end of your work. This **must** list the full details of publications you have used in your research, even where these are not directly referred to, for example: Curran, J. *Mass Media and Society* (Hodder Arnold, 2005).

**If you copy the words, ideas or outputs of others and do not show your sources in references and a bibliography, this will be considered as cheating.**

## Preparing your coursework – good practice

If you receive help and guidance from someone other than your teacher, you **must** tell your teacher. They will then record the nature of the assistance given to you.

Your parent/carer may provide you with access to resource materials and discuss your coursework with you. However, they **must not** give you direct advice on what should or should not be included.

If you worked as part of a group on an assignment, you **must** each write up your own account of the assignment. Even if the data you have is the same, the description of how that data was obtained and the conclusions you draw from it should be in your own words.

You **must** meet the deadlines that your teacher gives you. Remember – your teachers are there to guide you. Although they cannot give you direct assistance, they can help you to sort out any problems before it is too late.

Take care of your work and keep it safe. **Don't** leave it lying around where your classmates can find it. **Don't** share it with anyone, including posting it on social media. You **must always** keep your work secure and confidential. If it is stored on the computer network, keep your password secure. Collect all copies from the printer and destroy those you do not need.

**Don't be tempted to use any pre-prepared or generated online solutions and try to pass them off as your own work – this is cheating.** Electronic tools used by awarding bodies can detect this sort of copying.

You **must not** write inappropriate, offensive or obscene material.

## Plagiarism

Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. **It is a form of cheating which is taken very seriously.**

**Don't** think you won't be caught; there are many ways to detect plagiarism.

- Markers can spot changes in the style of writing and use of language.
- Markers are highly experienced subject specialists who are very familiar with work on the topic concerned - they may have read the source you are using, or even marked the work you have copied from!
- Internet search engines and specialised computer software can be used to match phrases or pieces of text with original sources. They can detect changes in the grammar and style of writing or punctuation.

## Penalties for breaking the regulations

If it is discovered that you have broken the rules, one of the following penalties will be applied:

- you will be awarded zero marks for your work;
- you will be disqualified from that unit for that examination series;
- you will be disqualified from the whole subject for that examination series;
- you will be disqualified from all subjects and barred from entering again for a period of time.

The awarding body will decide which penalty is appropriate.

**REMEMBER - IT'S YOUR QUALIFICATION SO IT NEEDS TO BE YOUR OWN WORK**



## Appendix 4 – JCQ Information to Candidates Written Exams 2024-2025

You **must** read this information before you take any externally assessed written exams.



### Information for candidates

Written examinations

With effect from 1 September 2024

Produced on behalf of:



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**This document has been written to help you.  
Read it carefully and follow the instructions.**

If there is anything you do not understand, especially which calculator you may use, ask your teacher.

## **A. Regulations – Make sure you understand the rules**

- 1 Be on time for all your exams. If you are late, your work might not be accepted.
- 2 **Do not** become involved in any unfair or dishonest practice during the exam.
- 3 If you try to cheat, or break the rules in any way, you could be disqualified from all your exams.
- 4 You **must not** take into the exam room:
  - (a) notes;
  - (b) AirPods, Earphones/Earbuds, an iPod, a mobile phone, a MP3/4 player or similar device, a watch, smart glasses or any other smart device.

Any pencil cases taken into the exam room **must** be see-through.

**Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.**

- 5 If you have a watch, the invigilator will ask you to hand it to them.
- 6 **Do not** use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers.
- 7 **Do not** talk to or try to communicate with, or disturb other candidates once you have entered the exam room.
- 8 You **must not** write inappropriate, obscene or offensive material.
- 9 If you leave the exam room unaccompanied by an invigilator before the exam has finished, you **will not** be allowed to return.
- 10 **Do not** borrow anything from another candidate during the exam.

## B. Information – Make sure you attend your exams and bring what you need

- 1 Know the dates and times of all your exams. Arrive at least ten minutes before the start of each exam.
- 2 If you arrive late for an exam, report to the invigilator running the exam.
- 3 If you arrive more than one hour after the published starting time for the exam, you may not be allowed to take it.
- 4 Only take into the exam room the pens, pencils, erasers and any other equipment which you need for the exam.
- 5 You **must** write clearly and in black ink. Coloured pencils or inks may only be used for diagrams, maps, charts, etc. unless the instructions printed on the front of the question paper state otherwise.

## C. Calculators, dictionaries and computer spell-checkers

- 1 You may use a calculator unless you are told otherwise.
- 2 If you use a calculator:
  - (a) make sure it works properly; check that the batteries are working properly;
  - (b) clear anything stored in it;
  - (c) remove any parts such as cases, lids or covers which have printed instructions or formulae;
  - (d) **do not** bring into the exam room any operating instructions or prepared programs.
- 3 **Do not** use a dictionary or computer spell checker unless you are told otherwise.

## D. Instructions during the exam

- 1 Always listen to the invigilator. Always follow their instructions.
- 2 Tell the invigilator at once if:
  - (a) you think you have not been given the right question paper or all of the materials listed on the front of the paper;
  - (b) the question paper is incomplete or badly printed.
- 3 Read carefully and follow the instructions printed on the question paper and/or on the answer booklet.
- 4 **Do not** start writing anything until the invigilator tells you to fill in all the details required on the front of the question paper and or the answer booklet. **Do not** open the question paper until you are told that the exam has begun.
- 5 Remember to write your answers within the designated sections of the answer booklet.
- 6 Do your rough work on the proper exam stationery. Cross it through and hand it in with your answers.  
Make sure you add your candidate details to any additional answer sheets that you use, including those used for rough work.

## E. Advice and assistance

- 1 If on the day of the exam you feel that your work may be affected by ill health or any other reason, tell the invigilator.
- 2 Put up your hand during the exam if:
  - (a) you have a problem and are not sure about what you should do;
  - (b) you do not feel well;
  - (c) you need more paper.
- 3 **You must** not ask for, and will not be given, any explanation of the questions.

## F. At the end of the exam

- 1 If you have used more than one answer booklet and/or any supplementary answer sheets, place them in the correct order.

Place any loose additional answer sheets inside your answer booklet. Make sure you add your candidate details to any additional answer sheets that you use. For CCEA examinations, any loose additional answer sheets should be placed **behind** your script.

- 2 **Do not** leave the exam room until told to do so by the invigilator.
- 3 **Do not** take any stationery from the exam room. This includes the question paper, answer booklets used or unused, rough work or any other materials provided for the exam.

## Appendix 5 – JCQ Information to Candidates On-Screen tests 2024-2025

You **must** read this information if you will be taking any externally assessed on-screen tests as part of your qualification(s).



### Information for candidates

#### On-screen tests

With effect from 1 September 2024

Produced on behalf of:



©JCQ<sup>CIC</sup> 2024

**This document has been written to help you.  
Read it carefully and follow the instructions.**

If there is anything you do not understand ask your teacher.

## **A. Regulations – Make sure you understand the rules**

- 1 Be on time for your on-screen test(s). If you are late, your work might not be accepted.
- 2 **Do not** become involved in any unfair or dishonest practice during the on-screen test.
- 3 If you try to cheat, or break the rules in any way, you could be disqualified from all your exams.
- 4 Only take into the exam room the materials and equipment which are allowed.
- 5 You **must not** take into the exam room:
  - (a) notes;
  - (b) AirPods, Earphones/Earbuds, an iPod, a mobile phone, a MP3/4 player or similar device, a watch, smart glasses or any other smart device.

Unless you are told otherwise, you **must not** have access to:

- (c) the internet, email, data stored on the hard drive, or portable storage media such as floppy disks, CDs and memory sticks;
- (d) pre-prepared templates.

**Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.**

- 6 If you have a watch, the invigilator will ask you to hand it to them.
- 7 **Do not** talk to or try to communicate with or disturb other candidates once you have entered the exam room.
- 8 If you leave the exam room unaccompanied by an invigilator before the on-screen test has finished, you **will not** be allowed to return.
- 9 **Do not** borrow anything from another candidate during the on-screen test.

## **B. Information – Make sure you attend your on-screen test and bring what you need**

- 1 Know the date and time of your on-screen test(s). Arrive at least ten minutes before the start of your on-screen test.
- 2 If you arrive late for an on-screen test, report to the invigilator running the test.
- 3 If you arrive more than one hour after the published starting time for the on-screen test, you may not be allowed to take it.
- 4 Your centre will inform you of any equipment which you may need for the on-screen test.

## C. Calculators, dictionaries and computer spell-checkers

- 1 You may use a calculator unless you are told otherwise.
- 2 If you use a calculator:
  - (a) make sure it works properly; check that the batteries are working properly;
  - (b) clear anything stored in it;
  - (c) remove any parts such as cases, lids or covers which have printed instructions or formulae;
  - (d) **do not** bring into the examination room any operating instructions or prepared programs.
- 3 **Do not** use a dictionary or computer spell checker unless you are told otherwise.

## D. Instructions during the on-screen test

- 1 Always listen to the invigilator. Always follow their instructions.
- 2 Tell the invigilator at once if:
  - (a) you have been entered for the wrong on-screen test;
  - (b) the on-screen test is in another candidate's name;
  - (c) you experience system delays or any other IT issues.
- 3 You may be given a question paper or the instructions may be on screen. In either case, read carefully and follow the instructions. **Do not** open the question paper until you are told that the exam has begun.

## E. Advice and assistance

- 1 If on the day of the on-screen test you feel that your work may be affected by ill health or any other reason, tell the invigilator.
- 2 Put up your hand during the on-screen test if:
  - (a) you have a problem with your computer and are not sure what you should do;
  - (b) you do not feel well.
- 3 You **must not** ask for, and will not be given, any explanation of the questions.



## F. At the end of the on-screen test

- 1 Ensure that the software closes at the end of the on-screen test.
- 2 If you are required to print off work outside the time allowed for the on-screen test, ensure that you collect your own work. You **must not** share your work with other candidates. Make sure that another candidate does not collect your printout(s).
- 3 **Do not** leave the exam room until told to do so by the invigilator.
- 4 **Do not** take any stationery from the exam room. This includes rough work, printouts or any other materials provided for the on-screen test.

## Appendix 6 – JCQ Non-Exam Assessments Information for Candidates 2024-25

You **must** read this information if you are undertaking qualifications that contain components of non-examination assessment.



### Information for candidates

Non-examination assessments

Effective from 1 September 2024

Produced on behalf of:



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This document tells you about some things that you **must** and **must not** do when you are completing your work.

When you submit your work for marking, the awarding body will normally require you to sign an authentication statement confirming that you have read and followed the regulations.

If there is something that you do not understand, you **must** ask your teacher.

## Preparing your work – good practice

If you receive help and guidance from someone other than your teacher, you **must** tell your teacher. They will then record the assistance given to you.

If you worked as part of a group on an assignment, for example undertaking field research, you **must** write up your own account of the assignment. Even if the data you have is the same, you **must** describe in your own words how that data was obtained. You **must draw your own conclusions from the data**.

You **must** meet the deadlines that your teacher gives you. Remember – your teachers are there to guide you. Although they cannot give you direct assistance, they can help you to sort out any problems before it is too late.

Take care of your work and keep it safe. **Do not** leave it lying around where your classmates can find it. **Do not** share it with anyone, including posting it on social media. You must always keep your work secure and confidential. If it is stored on the computer network, keep your password secure. Collect all copies from the printer and destroy those you do not need.

**Do not be tempted to use any pre-prepared or generated online solutions and try to pass them off as your own work – this is cheating.** Electronic tools used by awarding bodies can detect this sort of copying.

You **must not** write inappropriate, offensive or obscene material.

## Research and using references

In some subjects you will have an opportunity to do some independent research into a topic.

The research you do may involve looking for information in published sources such as textbooks, encyclopedias, journals, TV, radio and on the internet.

You can demonstrate your knowledge and understanding of a subject by using information from sources or generated from sources which may include the internet and AI. Remember, though, information from these sources may be incorrect or biased. You **must** take care how you use this material - you cannot copy it and claim it as your own work.

Using information from published sources (including the internet) as the basis for your assignment is a good way to demonstrate your knowledge and understanding of a subject. You **must** take care how you use this material though - you **cannot** copy it and claim it as your own work.

The regulations state that:

'the work which you submit for assessment **must** be your own';

'you **must not** copy from someone else or allow another candidate to copy from you'.

When producing a piece of work, if you use the same wording as a published source, you **must** place quotation marks around the passage and state where it came from. This is known as **referencing**. You **must** make sure that you give detailed references for everything in your work which is not in your own words. A reference from a printed book or journal should show the name of the author, the year of publication and the page number, for example: Morrison, 2000, p29.

For material taken from the internet, your reference should show the date when the material was downloaded and **must** show the precise web page, not the search engine used to locate it. This can be copied from the address line. For example: [http://news.bbc.co.uk/onthisday/hi/dates/stories/october/28/newsid\\_2621000/2621915.stm](http://news.bbc.co.uk/onthisday/hi/dates/stories/october/28/newsid_2621000/2621915.stm), downloaded 5 February 2025.

Where computer-generated content has been used (such as an AI Chatbot), your reference **must** show the name of the AI bot used and should show the date the content was generated. For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2025. You **must** submit a copy of the computer-generated content with your work for reference and authentication purposes.

You may be required to include a bibliography at the end of your piece of written work. Your teacher will tell you whether this is necessary. Where required, your bibliography **must** list the full details of publications you have used in your research, even where these are not directly referred to, for example: Curran, J. *Mass Media and Society* (Hodder Arnold, 2005).

**If you copy the words, ideas or outputs of others and do not show your sources in references and a bibliography, this will be considered as cheating.**

## Plagiarism

Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. **It is a form of cheating which is taken very seriously.**

**Don't** think you won't be caught; there are many ways to detect plagiarism.

- Markers can spot changes in the style of writing and use of language.
- Markers are highly experienced subject specialists who are very familiar with work on the topic concerned – they may have read the source you are using, or even marked the work you have copied from!
- Internet search engines and specialised computer software can be used to match phrases or pieces of text with original sources and to detect changes in the grammar and style of writing or punctuation.

## Penalties for breaking the regulations

If it is discovered that you have broken the regulations, one of the following penalties will be applied:

- you will be awarded zero marks for your work;
- you will be disqualified from that component for the examination series in question;
- you will be disqualified from the whole subject for that examination series;
- you will be disqualified from all subjects and barred from entering again for a period of time.

The awarding body will decide which penalty is appropriate.

**REMEMBER – IT'S YOUR QUALIFICATION SO IT NEEDS TO BE YOUR OWN WORK.**

## Appendix 7 – JCQ Warning to Candidates Exam Poster

This poster will be displayed outside each exam room. You must note all the warnings.

### Warning to candidates



 AQA	 City & Guilds	 CCEA	 OCR	 Pearson	 WJEC
---------	-------------------	----------	---------	-------------	----------



**1**

You **must** be on time for all your examinations.

**2**

**Possession of a mobile phone** or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the exam/qualification.

**3**

You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.

**4**

You **must** follow the instructions of the invigilator.

**5**

You **must not** sit an examination in the name of another candidate.

**6**

You **must not** become involved in any unfair or dishonest practice in any part of the examination.

**7**

If you are confused about anything, only speak to an invigilator.

**The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.**

## Appendix 8 – JCQ Unauthorised Items Exam Poster

This poster will be displayed outside each exam room. You must note that “Possession of unauthorised items, such as a mobile phone or any watch, is a serious offence and could result in DISQUALIFICATION from your examination and your overall qualification.”



AQA

City & Guilds

CCEA

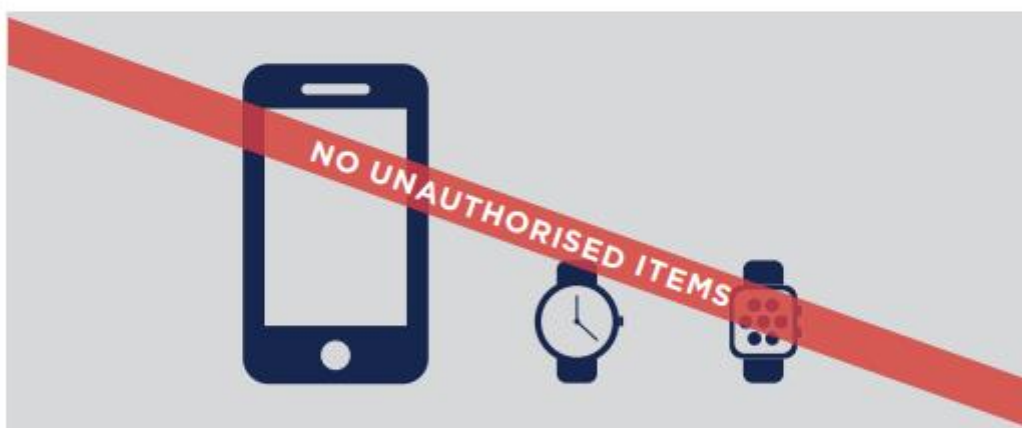
OCR

Pearson

WJEC

# NO MOBILE PHONES NO WATCHES

NO POTENTIAL TECHNOLOGICAL/WEB  
ENABLED SOURCES OF INFORMATION



Possession of unauthorised items, such as a mobile phone  
or any watch, is a serious offence and could result in

# DISQUALIFICATION

from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.

## Appendix 9 – JCQ AI Poster

This poster is a quick guide to help you to better understand the rules for use of AI in assessments.



The poster is titled "JCQ AI and Assessments: A quick guide for students". It features a central illustration of a student sitting on a laptop with a brain icon and circuit lines. The poster is divided into several sections with icons and text boxes.

### JCQ AI and Assessments

## A quick guide for students

#### What is AI?

- AI stands for artificial intelligence and using it is like having a computer that thinks
- AI tools like ChatGPT or Snapchat My AI can write text, make art and create music by learning from data from the internet, but watch out – they can also make things up and be biased

#### How can AI be misused in assessments?

AI misuse is when you take something made using AI and say it's your own work.

### THIS IS CHEATING!

#### How do I make sure I don't misuse AI?

- Know the rules**
  - You're **not allowed** to use AI tools when you're in an exam
  - Your teachers will tell you if you're allowed to use AI tools when doing your coursework – the rules will depend on your qualification
  - Even if you're allowed to use AI tools, you can't get marks for content just produced by AI – your marks come from showing your own understanding and producing your own work
- Reference reference reference!**

If you're allowed to use AI tools, you must reference them clearly

  - Name the AI tool you used
  - Add the date you generated the content
  - Explain how you used it
  - Save a screenshot of the questions you asked and the answers you got
- Declare it's all your own work**

When you hand in your assessment, you have to sign a declaration. Anything without a reference must be all your own work. If you've used an AI tool, don't sign the declaration until you're sure you've added all the references

#### What happens if I misuse AI?

If you've misused AI, you could lose your marks for the assessment – you could even be disqualified from the subject.

### DON'T RISK IT!

### REMEMBER

Misusing AI is cheating!

Know the rules  
Talk to your teachers  
Reference clearly





## Linwood School

# Internal Appeals Policy & Procedure (Exams)

This procedure is reviewed annually to ensure compliance with current regulations and may be revised in response to feedback from students, tutors and external organisations.

Version	Review Date	Author	Details
1.0	14/03/2017	SJ Clark	
1.1	04/12/2017	SJ Clark	Additional paragraph re BCS
1.2	05/03/2018	S Hawkins	Amended Logos
	15/03/2018	SJ Clark	Review – no changes
1.3	26/09/2018	SJ Clark	Merged BTEC appeals policy and process Added Notice to Appendix
1.4	04/12/2019	M A Price	Added note about ASDAN appeal procedure. Amend logos. Updated to agree with 2019-20 JCQ General Regulations.
1.5	14/10/2021	S Hawkins	Amended Logos. Amended Executive Head name
1.6	30/09/2022	S Hawkins	Amended ASDAN link, JCQ post result service wording updated. Updated link to JCQ appeals process.
1.7	30/10/2023	S Hawkins	Amended logos and added JCQ updates including right to appeal access arrangements
1.8	03/10/2024	S Hawkins	Adding section regarding appeal against reject work on grounds of malpractice. Updated guidance to state policy should be review annually. Added if AI used in marking of candidate work will not be sole marker.

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## Purpose of the procedure

This procedure confirms Linwood compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3z, 5.8) that the centre will:

- have in place for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration. This policy must be reviewed and updated annually.
- draw to the attention of candidates and their parents/carers their written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## Appeals relating to internal assessment decisions (centre assessed marks)

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by Linwood School and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Linwood compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- have in place and available for inspection that must be reviewed and updated annually, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

## Deadlines for the submission of marks

Date	Qualification	Details	Exam series
05/11/2024	GCSE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	November 2024
15/05/2025	GCSE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer 2025
15/05/2025	ELC	Final date for submission of centre assessed marks (AQA Entry Level Certificate)	Summer 2025
July 2025	BTEC	Date for submission of centre assessed marks for BTEC Workskills and BTEC Home Cooking Skills	Summer 2025
July 2025	Functional Skills	Date for submission of centre assessed marks for Pearson Edexcel Functional Skills	Summer 2025
July 2025	ASDAN	Date for submission of centre assessment marks for ASDAN	Summer 2025

Linwood School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Linwood School ensures that all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details all procedures relating to non-examination assessments, controlled assessments and coursework this currently includes BTEC, GCE, GCSE, Entry Level certificates, Functional Skills, and ASDAN, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity and do not have any potential conflict of interest. If AI tools have been used to assist in the marking of candidates work, they will not be the sole marker. Linwood School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Linwood School will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body
2. advise candidates that appeals can be made verbally in the first instance to the member of staff responsible for teaching the qualification. The member of staff has a responsibility to explain to the student why they received the mark.
3. If the student is not satisfied with the explanation given by the teacher then they should follow the internal appeal procedure.
4. ensure candidates are aware appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
5. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted.
6. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
7. having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days. This will either be the originals viewed under supervised conditions or copies.
8. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
9. provide candidates with sufficient time, normally at least five working days to allow them to review copies of materials and reach a decision.
10. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 7 calendar days of receiving copies of the requested materials, by contacting a member of the exams team. Candidates must explain on what grounds they wish to request a review.
11. allow 3 working days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
12. The head teacher will appoint a senior member of staff, e.g. an Assistant Headteacher or a Deputy Headteacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
13. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
14. inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## **Appeals against decisions to reject a candidate's work on the grounds of malpractice**

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Linwood school ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Linwood will:

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (Instructions for conducting non-examination assessments/Instructions for conducting coursework) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to not accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- students must submit a written request to the exams officer, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted, within 5 working days of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ documents Instructions for conducting non-examination assessments (4.6, 6.1, 9), Instructions for conducting coursework (6, 7, 13.5), Review of marking (centre assessed marks) suggested template for centres, Notice to Centres - Informing candidates of their centre assessed marks and Suspected Malpractice: Policies and Procedures (4.5)

## Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Linwood School compliance with JCQ's **General Regulations for Approved Centres** (section 5.13) that the centre will:

- have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware with information included with entry and result letters produced by the exam office and candidate handbook.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

### Reviews of Results (RoRs):

- Service 1 (Clerical re-check)  
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)  
This service is available for externally assessed components of both unitised and linear GCE A-level specifications It is also available for Level 3 Vocational and Technical qualifications.
- Service 3 (Review of moderation)  
This service is not available to an individual candidate

### Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information, etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking (where the qualification concerned is eligible for this service)
2. In all other instances, consider accessing the script by:
  - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or
  - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access their script

4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult any moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample.

### **Centre actions in the event of a disagreement (dispute)**

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate they may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission for the centre to access the script (and any required administration fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre Exam Office, by completing the **internal appeals form** at least 5 calendar days prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of the appeal, before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ



publications **Post-Results Services** and **JCQ Appeals Booklet** (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the **JCQ Appeals Booklet**. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 5 calendar days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

This procedure is informed by the JCQ documents Post-Results Services and A guide to the awarding bodies' appeals processes

## **Appeals regarding centre decisions relating to access arrangements and special consideration**

This procedure confirms Linwood School compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- have in place for inspection a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration. This must be reviewed and updated annually,

Linwood School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

## **Access arrangements and reasonable adjustments**

In accordance with the regulations, Linwood School

- recognises its 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.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

### **Special consideration**

Where Linwood School has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

### **Centre decisions relating to access arrangements, reasonable adjustments and special consideration**

This may include Linwood School decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Linwood School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- Linwood Schools internal appeals form should be completed, within 10 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal 10 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Linwood School will proceed to implement the necessary arrangements/submit the necessary application.

This procedure is informed by the JCQ documents A guide to the awarding bodies' appeals processes (3), Suspected Malpractice: Policies and Procedures (3.3), General Regulations for Approved Centres (5.4), Access Arrangements and Reasonable Adjustments (Importance of these regulations) and A guide to the special consideration process (1, 2, 6)

### **Appeals procedure in relation to BCS ECDL qualification**

If the Learner is not able to resolve an appeal after following the Centre procedure, the Learner has the right to submit an appeal directly to BCS. This must be submitted within 20 working days of the date of the assessment or test, and will incur a fee of £10. The fee will be refunded if the Learner's result improves following appeal. Learner appeals must be submitted to [qualityassuranceteam@bcs.uk](mailto:qualityassuranceteam@bcs.uk).

## **Appeals procedure in relation to ASDAN qualifications**

If the Learner is not able to resolve an appeal after following the Centre procedure, the Learner has the right to submit an appeal directly to ASDAN. The ASDAN document "Policy and Procedures for Enquiries and Appeals" sets out the process for making formal enquiries and appeals on behalf of a candidate or group of candidates. [ASDAN Appeals Policy](#)

## **Appeals regarding centre decisions relating to other administrative issues**

Circumstances may arise that cause Linwood School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Linwood School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted.

The appellant will be informed of the outcome of the within 20 working days of the appeal being received and logged by the centre.

## Internal Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes\* on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against a decision to reject candidate's work on the grounds of malpractice
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking  
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure



## Internal Appeals Notice: Internally Assessed Marks



I have been made aware that if I disagree with the assessment outcomes for any of my accreditation courses that I can appeal.

I know that in the first instance I would bring this to the attention of my class teachers.

I know if I disagree with the teacher decision I can log an appeal with the exams office.

If I still disagree with the decision I can then speak to Gemma Talbot, Executive Headteacher.

Gemma Talbot will then make a decision about taking further action through the awarding body.

Name of Learner

Signed

Teacher

IV / LIV / QN

Date

Date

Date

## Further guidance to inform and implement appeals

### JCQ publications

- 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/>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>