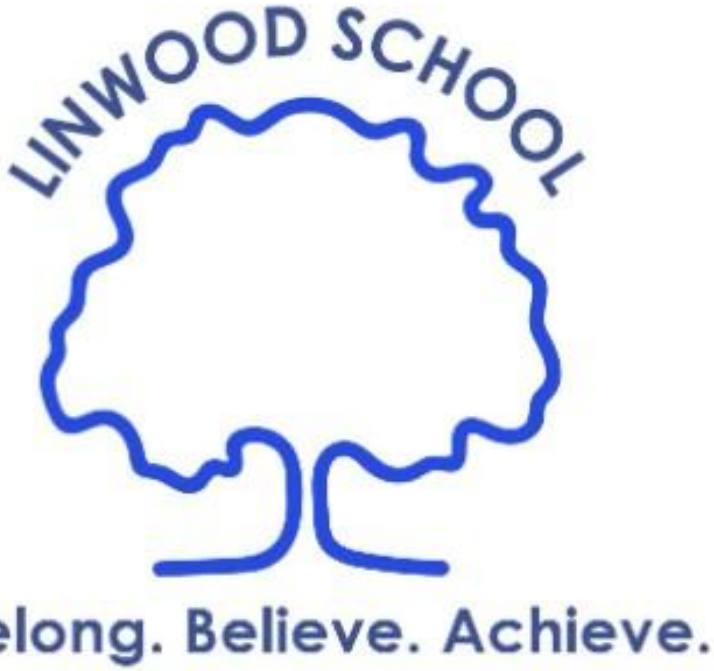

Exams Policy

This policy is reviewed annually to ensure compliance with current regulations

Procedure owner	Sarah Hawkins
Date	October 2026
Approved by	N/A
Ratified by Governors if applicable	N/A
Next review date	October 2027
Equality Impact Assessed by if applicable	N/A

This policy is produced using a template provided for members of **The Exams Office** only and must not be shared beyond use in Linwood School

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Purpose of the policy

The centre is committed to ensuring that the examinations and assessments management and administration process is run effectively and efficiently. This exam policy will ensure that:

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

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

This policy will be communicated to all relevant centre staff by email and will be available on the centre server at all times.

Roles and responsibilities overview

(GR 2)

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. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant with published JCQ regulations and awarding body requirements. The Head of Centre for Linwood School is Gemma Talbot.

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. The manager at Linwood School is Sarah Hawkins – Exam/Data Manager and cover provided by Aingie Hancock Exam/Data Administrator.

Linwood School only has one registered centre.

Head of centre responsibilities

(GR 1)
Heads of centre familiarise themselves with the entire contents of the current General Regulations for Approved Centres (GR) document along with senior leadership teams and exam office personnel.

Heads of centre must ensure that relevant members of staff respond promptly to requests and or/actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

Where an action letter is issued by the JCQ Centre Inspection Service, the head of centre must ensure that arrangements are put in place within the centre, in accordance with the timeframes and process set out in the action letter, to prevent any recurrence of the issue(s).

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

(ICE Introduction) **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the** Instructions for conducting examinations **document**. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures.

(GR 5.1)

The head of centre must ensure:

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

Head of centre

- Understands the contents, refers to and directs relevant centre staff to current updated JCQ documents including:
    - A guide to the special consideration process (SC)
    - Access Arrangements and Reasonable Adjustments (AARA)
    - AI Use in Assessments: Your role in protecting the integrity of qualifications
    - Guidance for centres on cyber security
    - Instructions for conducting coursework (ICC)
    - Instructions for conducting examinations (ICE)
    - Instructions for conducting non-examination assessments (GCE and GCSE specifications) (NEA)
    - Instructions for conducting non-examination assessments (Vocational and Technical Qualifications) (NEA VTQs)
    - Notice to Centres – Informing candidates of their centre-assessed marks
    - Plagiarism in Assessments – Guidance for Teachers/Assessors
    - Suspected Malpractice – Policies and Procedures (SMPP)

- Ensures the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- Where/if using a third party to deliver any part of a qualification (including the assessments or the administration) at the centre:
    - maintains oversight of, and responsibility for, the delivery and administration of the qualification in accordance with JCQ regulations, awarding body requirements and the regulator's Conditions of Recognition
    - has in place a robust written agreement with the third party (unless exclusions apply) that includes provisions which ensure that qualifications are delivered in a way that complies with their agreement with the awarding body to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
    - ensures that a copy of the written agreement is available for inspection if requested by the awarding body
    - monitors delivery by the third party to maintain compliance with the published JCQ regulations and awarding body requirements, ensuring the security and integrity of examinations and assessments
    - ensures sufficient managerial and other resources are in place to resolve any issues

- Ensures that relevant members of staff respond promptly to requests and/or actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section)
- Ensures that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessment

- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

Resilience and contingency arrangements

(GR 3.26-36)

The centre must ensure they are familiar with the regulators' guidance and/or awarding body guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering and securely retaining evidence of candidate performance in line with the published guidance.

In the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

Process for gathering evidence of candidate assessment performance at Linwood

- Students will sit Mock GCSE in the Spring Term
- Students will sit a mock paper for all GCSE Subjects and papers
- Students will be assessed under exam conditions
- The assessment materials will be full or part exam papers.
- Student will be made aware that any assessment would be used as part of evidence to determine a grade for them in the event formal assessments could not go ahead.
- Access Arrangements must be in place for all mock examinations
- Special Consideration will be used for students who performance in mocks is affected by an event outside of their control.
- Teacher will mark assessments in line with published exam board mark schemes and guidance.
- Teacher to tell student the grade,
- Student assessments will be retained by the centre until after all examinations have been sat.

Linwood School has in place, and at all times comply with up to date written contingency plan.

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

The plan covers the following scenarios:

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

As part of our contingency plan Linwood School identifies three alternative sites if examinations cannot be conducted at the registered address.

The centre has at least one senior member of staff Teresa Brennan – Head of campuses who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays. These include Lee Rockingham – Assistant Head and Karen Taylor Assistant Head.

The centre ensures where candidates' work is produced electronically it is backed-up. Work is backed up on two separate devices, including one off-site back-up. Linwood School IT policies ensure appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

Cyber security

(GR 3.37-28)

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

- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training

  The training includes:

  - the importance of creating strong, unique passwords for all accounts
  - keeping all account details strictly confidential
  - the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access
  - how to properly set up and use MFA for both centre and awarding bodies' systems
  - an awareness of all types of social engineering/phishing attempts
  - the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

  Certificates of completed staff cyber training is downloaded and held on file for inspection.

- developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies
- ·implementing and enforcing robust security measures, including:
  - Where available MFA must be used for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data Where MFA is not available on the centre's systems, an equivalent multi-layered security approach must be in place. For example, strong log-in controls, access and monitoring controls and secure storage so that exam-related data is protected in line with cyber security best practice.
  - regularly reviewing and updating security settings to align with current best practices.

- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security
  Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

Cyber security policy

Linwood School Exam Cyber Security Policy can be found on
J:Drive/Policies/Examinations Policy & Procedures/POL Exam Cyber Security Policy

Recruitment, selection, training and support (GR 5.3)

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

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other appropriate resources, to undertake the delivery and administration of the qualification and assessments as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
  The centre's contingency planning includes succession arrangements for members of staff involved in examination and assessment administration.
- Provides fully qualified teachers/assessors for the verification and marking of centre assessed components
  Ensures that teaching staff do not use artificial intelligence (AI) as the sole or primary means of marking candidates' work Teachers must review all the work in its entirety and determine the mark it warrants using their own professional judgement regardless of the outcomes of an AI tool. The teacher remains responsible for the mark/grade awarded. This is subject to any further guidance published by the regulators.
- Enables the relevant senior leader(s), teachers, the examinations officer (EO) and the SENCo (or equivalent role) to receive appropriate training and support to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations
- Ensures the SENCo (or equivalent role), the centre's appointed access arrangements assessor and the examinations officer undertake regular CPD, such as attending an annual update course
- Ensures that the SENCo (or equivalent role) understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations

External and internal governance arrangements

(GR 5.3)

- Linwood School has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent
- Teresa Brennan – Head of Campuses who is a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the exams manager/officer.
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities, such as the delivery of qualifications and the conducting of examinations and assessments

Delivery of qualifications

(GR 5.3)

- Delivers qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject

Public liability

(GR 5.3)

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

Conflicts of interest

(GR 5.3) See Policies below)

Controlled assessments, coursework and non-examination assessments

(GR 5.3)

• Linwood School has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions.

• Linwood School Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

Security of assessment materials

(GR 5.3)

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
    - that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
    - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
    - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
    - access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
    - issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Give candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

National Centre Number Register and other information requirements

(GR 5.3)

- Provides contact details as follows:
    - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
    - a landline telephone number – this must be the number of the main office/ switchboard of the centre
    - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable)
      Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites
    - the name of the head of centre and their email address
    - senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Completes the National Centre Number Register annual update by the end of October every year even if there are no changes to centre details
    - informs the National Centre Number Register Team immediately (email address
      – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre)
    - informs the National Centre Number Register Team (email address – ncn@ocr.org. uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)
    - informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
    - completes the National Centre Number Register Head of Centre Declaration by the end of October every year confirming they are aware of and adhering to the latest versions of the JCQ regulations
    - responds to any other reasonable requests made by the National Centre Number Register Team

- (GR 1.9) Understands that the responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, the head of centre's declaration, and/or requests or actions raised by the JCQ Centre Inspection Service will result in:
    - the centre status being suspended
    - the centre not being able to submit examination entries
    - the centre not receiving or being able to access question papers

  and ultimately, awarding bodies could withdraw their approval of the centre

Centre inspections

(GR 5.3)

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation, an unannounced visit or any requests for information within the stipulated timeframe.
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify themselves with a formal identity document and must be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

Policies available for inspection

(GR 5.3)

- Linwood School has in place the following written policies for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre:
    - a child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

Child Protection/safeguarding policy

Linwood School Safeguarding and child protection Policies can be found on J:Drive/Policies/Safeguaring and Child Protection

Complaints policy

Linwood School Compliments Concerns and complaints policy can be found on J:Drive/Policies/Compliments Concerns Complaints

Written conflicts of interest policy

Linwood School Exam conflicts of interest policy can be found on J:Drive/Policies/Examination Policy & Procedure/Exam conflict of interest policy (Exams) 25-26

Complaints policy

Linwood School complaints policy can be found on J:Drive/Policies

Conflicts of interest

(GR 5.3)

- Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
    - any members of centre staff who are taking a qualification at this centre which includes internally-assessed components/units*
    - any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally-assessed components/units, (This requirement also extends to centre staff conducting internally assessed or externally assessed Speaking, Listening or Oracy components/units)

  maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:

    - exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at this centre or other centres
    - centre staff are taking qualifications at this centre which do not include internally assessed components/units*
    - centre staff are taking qualifications at other centres
- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later)
- Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:
    - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials
    - during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment

Conflicts of Interest Policy (Exams)

Linwood School Exam Conflict of interest Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Contingency Plan

Linwood School Contingency Plan can be found on J:Drive/Policies/Examinations Policy & Procedures

Cyber Security Policy

Linwood School Cyber Security Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Data Protection Policy (Exams)

Linwood Data Prtoection Policy can be found on J:Drive/Policies/Data Protection Policy.

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13. This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

Linwood will send results addressed to the student by post to home address. Where the student wishes results to be e-mailed they will complete a signed form giving the e-mail address and permission for results information to be sent by e-mail. A signed candidate form will be required for results to be sent to a third party if student over the age of 13.

Equalities Policy

Linwood School Exam Equalities Policy can be found on J:Drive/Policies/Equality,Diversity & Inclusion Policy

Internal Appeals Procedure

Linwood School Internal Appeals Procedure can be found on J:Drive/Policies/Examinations Policy & Procedures/Internal Appeals Procedure 25-26 Please also see GR (5.7) Centre assessed work, (5.13) Post-results services and appeals

Malpractice Policy

Linwood School Exam Malpractice Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Non Examination Assessment (NEA) (including controlled assessments and coursework) Policy

Linwood School Non-examination Assessment Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Please also refer to GR (5.7) Centre assessed work, NEA (1)

Also refer to the JCQ document AI Use in Assessments: Protecting the Integrity of Qualifications (http://www.jcq.org.uk/exams-office/malpractice)

Whistleblowing Policy

Linwood School Whistleblowing Policy can be found on J:Drive/Policies/Whistleblowing policy

Word Processor Policy (Exams)

Linwood School Word Processor Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Please also to JCQ Access Arrangements and Reasonable Adjustments AARA (5.8)

Access arrangements and reasonable adjustments

(GR 5.4)

The head of centre/senior leadership team will:

- appoint a SENCo, or an equivalent member of staff, to coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language and those with a temporary illness or injury. Lee Rockingham – Assistant Headteacher is the main SENCo at Linwood School for Exam and Assessments Access arrangements.
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs. All students at Linwood School have an EHCP which helps in the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment identifies, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments.
- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This includes a duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process and to make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid) †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect . Linwood School is a special school all candidates have an EHCP and Linwood assess each candidates requirements for access arrangements.
- Linwood School ensures that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and must be held on file for inspection)
- Linwood School have a written process in place to check the qualification(s) of their assessor(s) and that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

Access Arrangements Policy

Linwood School Access Arrangement Policy can be found on J:Drive/Policies/Examinations Policy & Procedures

Malpractice

(GR 5.11)

The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place
- inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require
- (GR 6.2) Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*. Linwood School identify and have in place a lawful basis for sharing such information and maintain relevant privacy notices as required by data protection legislation

Personal data

(GR 6.6, 6.8)

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

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

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

Exams manager/officer

*"The **examinations officer or quality assurance co-ordinator** is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments."*

The overall responsibility for Exams Procedures is taken by Sarah Hawkins - Examinations and Data Manager.

The role of Exams Administrator is carried out by Aingie Hancock – Exam/Data Administrator.

The Exams Manager & Officer

- Understands the contents of annually updated JCQ documents 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

- Completes/submits the National Centre Number Register annual update by the end of October every year even if there are no changes to centre details, to confirm the centre's contact details or informs of any changes ((and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period
- Works with the SENCo (or equivalent role) 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 internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series

- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel

- Ensures centre exam policies are in place and updated in line with JCQ and exam board regulations.

- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The exams office will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)

- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), supporting evidence of need and a signed candidate data personal consent form (This information must be readily available for inspection at the venue where the candidate is taking the examination(s)

- Ensures requests for modified papers are submitted by the published deadline

- Ensures there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes

SLT

- Are familiar with the contents, refers to and directs relevant centre staff to current JCQ documents.
    - A guide to the special consideration process
    - Access Arrangements and Reasonable Adjustments
    - AI Use in Assessments: Your role in protecting the integrity of qualifications
    - Guidance for centres on cyber security
    - Instructions for conducting coursework
    - Instructions for conducting examinations
    - Instructions for conducting non-examination assessments (GCE and GCSE specifications)
    - Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
    - Notice to Centres – Informing candidates of their centre-assessed marks
    - Plagiarism in Assessments – Guidance for Teachers/Assessors
    - Post-Results Services
    - Suspected Malpractice – Policies and Procedures

- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the exams manager/officer and SENCo (or equivalent role)
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed (Lee Rockingham) , on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Senco or equivalent role

Beth Whittaker – Assistant Head has been appointed by Gemma Talbot Head of centre to coordinate the access arrangement process within the centre. Sarah Hawkins Exams/Data Manager is access arrangement coordinator (AAC) to assist Beth Whittaker in her role.

Both roles :

- Understands the contents, refers to and directs relevant centre staff to current JCQ documents including:
    - Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Ensure any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The Exams Office will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), supporting evidence of need and a signed candidate data personal consent form (This information must be readily available for inspection at the venue where the candidate is taking the examination(s)
- Ensures requests for modified papers are submitted by the published deadline

- Ensures there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the exams manager/exams officer, Phase Leader or SENCo.
- Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Invigilators

- Attend/undertake training (on the current regulations), update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate,
- Makes a declaration regarding any potential conflict of interest in line with the Conflict of Interest Policy.
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Reception staff

- Support the exams manager/officer in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examination/assessment materials

Site staff

- Support the exams manager/officer in relevant matters relating to exam rooms and resources

Candidates

- Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers.

The Exam Cycle

The exams management and administration process that needs to be undertaken for each **exam series** is referred to as the **exam cycle** and relevant tasks which need to be undertaken before, during and after an exam series grouped into the following stages:

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

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

Planning: roles and responsibilities

Security of assessment materials

Head of centre

(GR 3.15)

- Ensures the centre has a secure storage facility in a room solely assigned to examinations

(ICE 3.1)

The secure room and the secure storage facility

Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure room with a secure storage facility, e.g. safe or security cabinet.

The secure room

The secure room must only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to between two to six key holders, one of whom **mus**t be the exams officer. The two to six key holders must be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures. At Linwood School the key holders are :-

- Sarah Hawkins – Exam/Data Manager
- Aingie Hancock – Exam/Data Administrator
- Teresa Brennan – Head of Campuses
- Mark Jennings – Site Manager

The secure storage facility

Access to the secure storage facility **must** be restricted to two to six key holders, one of whom must be the exams officer.

The two to six key holders must either be part of the exams team or the senior leadership team. A key holder from the exams team must be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room must be closed.

At Linwood School access to the secure storage facility is restricted to:-

- Sarah Hawkins – Exam/Data Manager
- Aingie Hancock – Exam/Data Administrator
- Teresa Brennan – Head of Campuses

Information sharing

Head of centre

- Directs relevant centre staff to current updated JCQ documents including GR, ICE, AARA, SMPP, ICC, NEA and SC

Exams manager/officer

- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that has been updated
- Signposts relevant centre staff to JCQ information that mjust be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding bodies secure online systems
- Ensures centre exam policy are in place and updated in line with JCQ and exam board regulations.

Information gathering

Exams manager/officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams/assessments to enable preparation for and conduct of ASDAN Accreditations, Pearson BTEC, Pearson Functional Skills and AQA Entry Level Certificates.

Phase Leader

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

Access arrangements

Head of centre

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures the SENCo or Phase leader is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

Senco/Phase Leaders

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** for a candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Informs relevant candidates that an application for access arrangements will be processed using Access Arrangements Online (AAO), complying with the UK GDPR and the Data Protection Act 2018
- Provides Exams Officer with information and evidence required for the Access Arrangements Application
- Fully supports in effectively implementing access arrangements and reasonable adjustments once approved
- Employs good practice in relation to the Equality Act 2010
- Liaises with the exams manager/officer regarding exam time arrangements for access arrangement candidates
- Works with the exams manager/officer to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Exams Officer

- Applies for approval using Access arrangements online (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where any qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Ensures staff appointed to facilitate access arrangements for candidates are thoroughly 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
- Ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations

Senior Leaders, Teaching staff

- Support the Phase Leader in identifying and implementing appropriate access arrangements

Alternative Rooming Arrangements Policy (Exams)

AARA (4.2, 5.16) and ICE (14.18)

Please see Linwood School Alternative Rooming Arrangement policy in J Drive J:\POLICIES\Examinations - policy & procedures.

In certain circumstances, a candidate with 'an established difficulty' may be eligible to take exams in alternative rooming arrangements. Linwood School may also receive requests from candidates (and/or parents/carers) to take their exams in alternative rooms. Having a documented policy ensures:

- the criteria for candidates granted alternative rooming arrangements is clear and complies with JCQ regulations
- the centre can demonstrate the policy if asked/challenged by a candidate (and/or parent/carer)

Internal assessment and endorsements

Head of Centre

Controlled assessments, coursework and non-examination assessments and portfolios of evidence

(GR 5.7)

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with the awarding body's specification as well as ethical standards and the centre's safeguarding responsibilities
- Ensures awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications (This will allow the candidates for each specification to be treated as a single group for the moderation of centre- assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed)
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation/verification samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
- Ensures any possible conflict of interest is declared to the relevant awarding body before the published deadline for entries for each examination series, i.e. where a member of staff assesses a candidate with whom they have a close personal relationship (The candidate's work will be submitted for moderation whether or not it is part of the moderation sample)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework , which includes details on how candidates' work will be authenticated, is in place
- Ensures that where candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up via the Cloud (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Phase Leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering GCE & GCSE specifications and Vocational and Technical Qualifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- Ensure teaching staff delivering reformed GCE and GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- Ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

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

Exams manager/officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant and current JCQ Information for candidates documents.

Non-examination assessment (NEA) policy

Linwood School NEA Policy can be found on J:Drive/Policies/Examinations Policy & Procedures/POL NEA

Invigilation

Head of centre

- Ensures relevant support is provided to the exams manager/officer in training and deploying a team of invigilators
- Determines if additional invigilators will be deployed in practical exams in addition to the subject teacher
- Ensures that, wherever possible the following individuals are not assigned as invigilators during an examination: a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a learning support assistant who has supported one or more candidates.

Exams manager/officer

- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration or malpractice sanctions are applied to them
- Provides thorough training for new invigilators on the current instructions for conducting examinations and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Ensures that invigilators meet the ICE regulations regarding invigilating exams in subjects they are involved in in the classroom.
- Ensures that there is no conflict of interest issues for invigilators.

Entries and registrations: roles and responsibilities

Head of centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.6 **Entries and regulations**)

Estimated entries

Exams manager/officer

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

Estimated entries collection and submission procedure

- Requests details of intended entries during the Autumn term and keeps abreast of any changes throughout the year
- Internal exams database is updated with the details received
- Estimated entries are submitted to relevant awarding bodies via their own websites where required

Phase Leader

- Provides information requested by the exams manager/officer to the internal deadline
- Informs the exams manager/officer immediately of any subsequent changes to information

Final entries

Head of centre

- Ensures appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims.

Exams manager/officer

- Requests final entry/registration information from Phase Leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs Phase Leaders of subsequent deadlines for making changes to final entry information without charge
- Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which must to be met at the point of certification
- Confirms with Phase Leaders final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies
- Follows each awarding body's terms and conditions for the registration, entry and timely withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification

Final entries collection and submission procedure

- Records of intended entries are issued to Phase Leaders via email in January with request to check and amend as necessary for return by mid January
- Final entries are made based on the information returned to the exams officer in accordance with awarding body deadlines
- Supplies entry statements and exam procedures documentation to candidates to inform them of their entries and get them to check details such as name spelling and date of birth.

Phase Leader

- Provides information requested by the exams manager/officer to the internal deadline
- Informs the exams manager/officer immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
    - changes to candidate personal details
    - amendments to existing entries
    - withdrawals of existing entries

- Checks final entry submission information provided by the exams manager/officer and confirms information is correct or highlights any discrepancies

Entry fees

Executive Headteacher / School Business Manager allocate Exams budget from Official Funds; ratified by Governors.

All invoices sent to finance@linwood.bournemouth.sch.uk

Late entries

Exams manager/officer

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

Phase Leader

- Minimises the risk of late entries by
    - following procedures identified by the exams manager/officer in relation to making final entries on time
    - meeting internal deadlines identified by the exams manager/officer for making final entries

Re-sit entries

- Resits are requested via the Phase Leader
- Resits are charged to the exams budget

Private candidates

- Linwood School do not accept private candidates

Centre staff entries

- Heads of centre **must** note that entering members of centre staff for qualifications at their own centre **must be as a last resort** in cases where the member of centre staff is unable to find another centre.
- The head of centre **must** ensure that during the examination series the member of centre staff is treated as per any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.

Withdrawals, transfers, changes to learner details

Exams manager/officer

- Provides details of applicable deadlines and fees to teachers and phase leaders
- Administers amendments on awarding body websites within relevant timescales in order to reduce penalties

Teacher

- Notifies Exams Manager/Officer at earliest convenience of any changes to entries/registrations
- Any penalties incurred as a result of untimely notification will be recharged to subject department

Transfer of credit

Exams officer

- Provides information to relevant centre staff/candidates on transferring credit for GCE AS qualifications
- Meets the awarding body deadline for requesting transfer of credit

Teaching staff

- Identify affected candidates to the exams manager/officer

Candidate statements of entry

Exams officer

- Provides candidates with statements of entry for checking

Teaching staff

- Ensure candidates check statements of entry and return any relevant confirmation required to the exams manager/officer

Candidates

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

Pre-exams: roles and responsibilities

Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.8 Candidate information)

Access arrangements

Phase Leader/Senco

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates with learning difficulties or disabilities, those for whom English is an additional language and those with a temporary illness or injury
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for them
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement)
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)

Briefing candidates

Exams manager/officer

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to assessments and/or examinations taking place, issues/distributes relevant JCQ Information for candidates documents (AI (Artificial Intelligence and assessments), coursework, non- examination assessments, on-screen examinations, social media and written examinations) and awarding body privacy notices
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
    - exam clashes
    - arriving late for an exam
    - absence or illness during exams
    - what equipment is/is not provided by the centre
    - food and drink in exam rooms
    - unauthorised items in exam rooms
    - when and how results will be issued and the staff that will be available
    - the post-results services and how the centre deals with requests from candidates
    - when and how certificates will be issued

Dispatch of exam scripts

Exams manager/officer

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

Estimated grades

Phase leaders

- Ensure teaching staff provide estimated grade information to the exams manager/officer by the internal deadline (where this still may be required by an individual awarding body)

Exams manager/officer

- Submits estimated grade information to the awarding body to meet the external deadline (where this may still be required by the individual awarding body)
- Keeps a record to track what has been submitted

Internal assessment and endorsements

Head of centre

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

Phase Leader/Senco

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline (see key dates)
- Ensures teaching staff authenticate candidates' work to the awarding body requirements
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the exams manager/officer to the internal deadline

Teaching staff

- Ensure marks are available to exams manager/officer a minimum of 2 working days before the awarding body deadline (see key dates)
- Support the Phase Leader in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internally assessed marks prior to marks being submitted to awarding bodies
- Assess and authenticate candidates' work
- Assess endorsed components

Exams manager/officer

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated work returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

- Read and understand the Notice to Candidates within the Candidate declaration form and sign the declaration (or authenticate their work as required by the awarding body)

Access to scripts, enquiries about results and appeals procedures

See policy:

J:\POLICIES\Examination Policies Protocols\POL Internal Appeals 25-26.pdf

Invigilation arrangements

Exams manager/officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, prompter, reader or scribe) are accommodated on a one-to-one basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/prompter/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Acts as roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis
- Liaises with Phase Leaders/Senco regarding the facilitation and invigilation of access arrangement candidates

Phase Leaders / Senco

- Liaises with the exams manager/officer regarding facilitation and invigilation of access arrangement candidates
- Deploys invigilators effectively to exam rooms throughout an exam series

Invigilators

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

JCQ inspection visit

Exams manager/officer or Senior leader

- Accompanies "*the Inspector **throughout** the course of his or her centre visit, including inspection of the centre's secure storage facility.*" [ICE Introduction]
- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

Identifying candidates in exam rooms

Exams manager/officer

- Ensures a procedure is in place to verify candidate identity including private candidates

Verifying candidate identity procedure

  - Candidates are invigilated by centre staff and known to the invigilator.
  - Each candidate will have a candidate information card provided by exam team which will have a photo of the candidate
  - If candidate card does not have a photo a senior member of site staff will be available to identify the candidate prior to assessment taking place.
  - Exam team ensures invigilators are aware of the procedure
  - Exam team provides seating plans for every exam room according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)Invigilators

Invigilators

- Follow the procedure provided by the exam manager/officer which details how the identity of all candidates sitting exams will be confirmed
- Seat candidates in exam rooms as instructed by the exams manager/officer on the seating plan

J:\POLICIES\Examination Policies Protocols\POL Candidate Identification Procedure 25/26.pdf

Security of assessment materials

Exams manager/officer

- Confirms appropriate arrangements are in place to ensure that confidential exam materials are only handed over to authorised members of staff
- Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times. Each keyholder must fully understand their responsibilities as a keyholder to the secure storage facility
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

- Carefully checks question paper packets when they are removed from the dispatch packaging and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)
- At minimum of two and a maximum of six members of centre staff are authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision. For Linwood School this is Sarah Hawkins – Exams/Data Manager and Aingie Hancock Exam/Data Administrator.
- Retains all unused question papers/scripts in secure storage until the end of the exam season, after which papers can be issued to subject teachers for use as teaching aids
- Ensures that the question paper is printed correctly, is of good quality and is collated in the right order

Reception staff

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

Teaching staff

- Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

Timetabling and rooming

Exams manager/officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
- Liaises with Phase Leader to allocate invigilators to exam rooms according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with Phase Leaders/Senco regarding rooming of access arrangement candidates

Phase Leaders Senco & Teachers

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

Site staff

- Liaise with the exams manager/officer to ensure exam rooms are set up according to JCQ and awarding body requirements
- Ensure any fire drills, scheduled maintenance do not take place on examination/assessment dates.

Alternative site arrangements

Exams manager/officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site arrangement notification using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

Exams manager/officer

- Liaises with the host or entering centre, as required
- Processes requests for Transferred Candidate arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams/assessments

Exams manager/officer

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

Phase Leaders/Senco

- Liaises with teaching staff to make appropriate arrangements for access arrangement candidates

Teaching staff

- Provide exam papers and materials to the Exam Office
- Support Phase Leaders/Senco in making appropriate arrangements for access arrangement candidates
- Arranges invigilation

Exam time: roles and responsibilities

Head of centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.9 Conducting examinations and assessments)

Access arrangements

Exams manager/officer

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

Candidate Absence and Late Arrival

Phase Leader

- Responsible for determining why a candidate is missing before the exam and taking steps to contact/chase up such candidates

Exams manager/officer

- Liaises with invigilators regarding process for bringing in late candidates and recording lateness/absence on relevant exam documentation.
- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body

Invigilators

- Know the policy/process for dealing with absent candidates through training
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidates

- Are responsible for presenting themselves at the exam room at least 15 minutes prior to the exam.
- Are re-charged relevant entry fees for unauthorised absence from exams

Conducting exams

Head of centre

- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies

Exams manager/officer

- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

Dispatch of exam scripts

Exams manager/officer

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

Exam papers and materials

Exams manager/officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this second pair of eyes check is recorded
- Ensures question papers are always be kept in their sealed packets until the second pair of eyes check and log have been completed
- Ensures the second pair of eyes check takes place immediately before each question paper packet is opened in the designated examination room
- If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, ensures the check takes place in the secure room
- Ensures unused question papers are not released to any individual until 24 hours after the awarding body's published finishing time for the examination (Where a candidate is sitting an examination scheduled for the afternoon session on the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until the candidate has completed that examination)

Exam rooms

Head of centre

- Ensures procedures for conducting exams meet the requirements of JCQ and awarding bodies
- Ensures only approved centre staff are present in exam rooms

Exams manager/officer

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates
- Ensures exam rooms are set up as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log and candidates must remain under centre supervision.
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Phase Leaders/Senco

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated
- Ensure a procedure is in place in case of an emergency evacuation (lockdown)

Food and Drink Policy (Exams)

Linwood School allow food and drink in the examination room. Food and drink must be in clear packaging or will not be allowed in the examination room. Clear disposable water bottles will be available on site for published examinations if required.

Candidates are notified of the policy as part of the examination briefing and detailed in the exam handbook and exam timetable.

Invigilators are aware as part of their training what can be brought in the examination room and candidates are checked prior to entry into the examination room that no unauthorised materials including food and drink are brought in.

Leaving the Examination Room Policy

Linwood School allows time to be compensated where a candidate leaves the exam room temporarily, accompanied by a member of centre staff.

Candidates are notified of the policy as part of the examination briefing and detailed in the exam handbook

Invigilators are aware as part of their training that time will be compensated where candidate leaves the examination room. That all instances **must** be recorded on the exam instances log and when ending an examination all candidates have had the additional time added to their end time.

Emergency Evacuation and Lockdown Policies

See additional policies:

J:\POLICIES\Examination Policies Protocols\POL Emergency Evacuation (Exams) 2025-26.pdf

J:\POLICIES\Examination Policies Protocols\POL Lockdown (Exams).pdf

Senior leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

Site staff

- Ensure exam rooms are available and set up as requested by the exam manager/officer
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

Invigilators

- Conduct exams in every exam room according to JCQ Instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

Candidates

- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- Are required to remain in the exam room for the full duration of the exam

Irregularities & Malpractice

Head of centre

- Ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

Senior leaders

- Ensure support is provided for the exam manager/officer and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Exams manager/officer

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

Invigilators

- Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

Special consideration

Phase Leaders/Senco

- Support eligible applications for special consideration by signing appropriate evidence

Exams manager/officer

- Uses own discretion, in consultation with Phase Leader, to make a judgment whether an application should be made for special consideration in line with JCQ guidelines for appropriate reasons for applications
- Processes eligible applications for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies to the external deadline

Candidates

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

Unauthorised materials

- Unauthorised materials – as listed on the exam room posters – must be left outside the exam room – this will have been communicated to candidates in advance.
- Candidates' watches are no longer allowed in the exam room.
- Invigilators must not have their personal phones in the exam room.
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Food and drink may be allowed in the examination room . However, this is on the condition that any food brought into the examination room by the candidate is free from packaging (in a transparent plastic bag) and all labels are removed from drink containers.
- Candidates are asked to leave belongings outside the exam room and empty out pockets before entering the exam room

Invigilators

- Are informed of the arrangements through training

Internal exams/assessments

Exams manager/officer

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

Invigilators

- Conduct internal exams as briefed by the exams manager/officer

Results and post-results: roles and responsibilities

Head of centre

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to GR 5.12 Results, 5.13 Post-results services and appeals, 5.14 Certificates)

Internal assessment

Phase Leader

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

Managing results day(s)

See JCQ guidance "Release of Results"

Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Exams manager/officer

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place
- Restricted release : Exams & Data Manager and Exams & Data Administrator only (usually a Wednesday)
- Release of results to candidates and teachers will take place the following g day after 8 am. Any results which are to be posted must not be placed in the postal system until after 8am on the general results release day, meaning receipt will be on the Friday.

Results day programme

- Results are usually issued by first class mail to the candidate's home address unless alternative arrangements have been made to send an email to a designated email address. Candidates can make this alternative arrangement prior to the end of the Summer term using the Candidate Permission form: Results collection.
- Specific senior leaders contact details are included with the results information so that students can discuss any queries they may have regarding their results and post-results services.
- Certificate collection information for candidates is included with results letter

> *"Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly."* [PRS 6]

Teaching staff

- Make candidates aware of the results process and issue Candidate Permission form: Results collection

Site staff

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

Accessing results

Head of centre

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

Exams manager/officer

- Informs candidates in advance of when and how results will be released to them
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

Post-results services

Head of centre

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required **after** the publication of results, as marks and subject grades may be lowered, confirmed or raised)
- Identify the budget to which fees should be charged

Exams manager/officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

- Meet internal deadlines to request the services and gain relevant candidate informed consent

Candidates

Meet internal deadlines to request the services

- Enquiries are sent to exams@linwood.bournemouth.sch.uk
- Provide informed consent and (where relevant) fees.

Analysis of results

Exams Officer/Data Manager

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the DfE School and College Checking Exercises (where applicable to the centre) https://check-your-performance-measures-data.education.gov.uk/hc/en-gb

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed.

Exams Manager/Officer

- Ensure certificates for non GCE/GCSE/ELC accreditation are claimed in a timely manner and are based solely on internally verified assessment records
- Audits claims made to awarding bodies
- Keeps records of all certificates upon receipt within the centre on the certificate log on the central exams database
- Audits certificates received by centre to ensure accuracy and completeness
- Keeps candidate receipt records
- Ensure certificates are stored securely whilst held at the centre

Issue of certificates procedure

- Certificates are available for collection from the Exams Office on the following dates (or sooner):

Summer Series	After 10th November
November Series	After 1st March
January Series	After 1st June

- Identification must be provided on collection.
- Candidates are able to nominate a representative to collect, or to have the certificates sent to the home address via Candidate Permission form: Certificate collection (sent to candidates with results letter).
- Certificates remain the property of the awarding body. No copies of certificates are made or kept by the Exams Manager/Officer.
- The Exams Manager/Officer will not issue certificates, or copy certificates to class tutors for passing to students. Students must collect certificates in person from the Exams Manager/Officer. A convenient time can be arranged for a member of the Exams Office to visit a class to issue certificates in person.

Candidates

- May arrange for certificates to be collected on their behalf by providing the Exams manager/officer with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates

Retention of certificates policy

- Uncollected certificates will be retained for a period of 12 months after which they will be confidentially destroyed
- Records are kept on the central exams database

Review: roles and responsibilities

Exams manager/ officer

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
- Collects and evaluates feedback from staff, candidates and invigilators to inform review

Senior leaders

- Work with the EO to produce a plan to action any required improvements identified in the review

Retention of records: roles and responsibilities

Exams manager/officer

- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy
- Results are stored electronically for a minimum of 7 years
- A nominal admin fee will be applied to search archives
- We will not deal with enquiries about results which are longer than 6 years ago

Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy.

Child protection policy

See Safeguarding Policy – Docs/Policies

Data protection policy

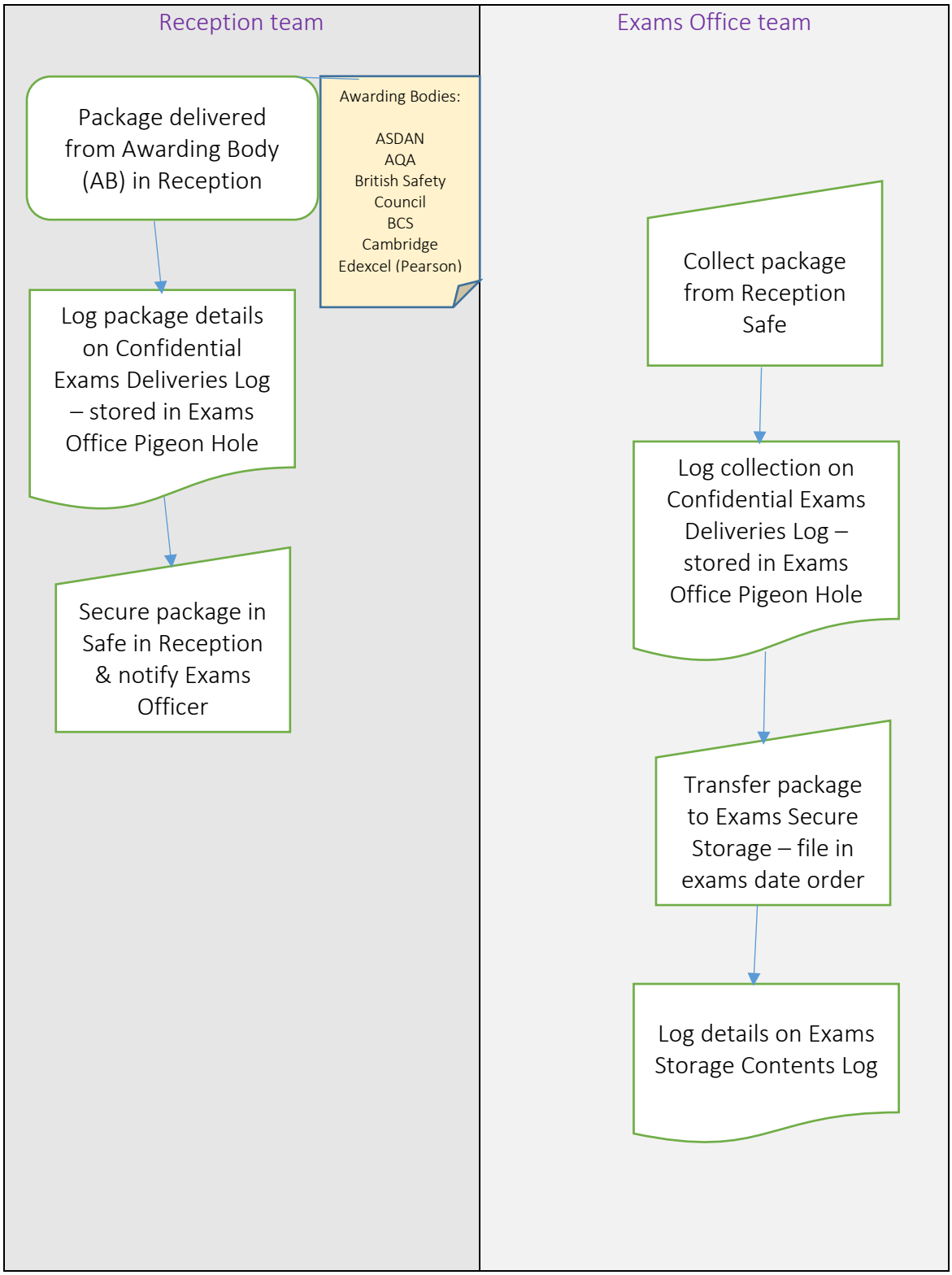
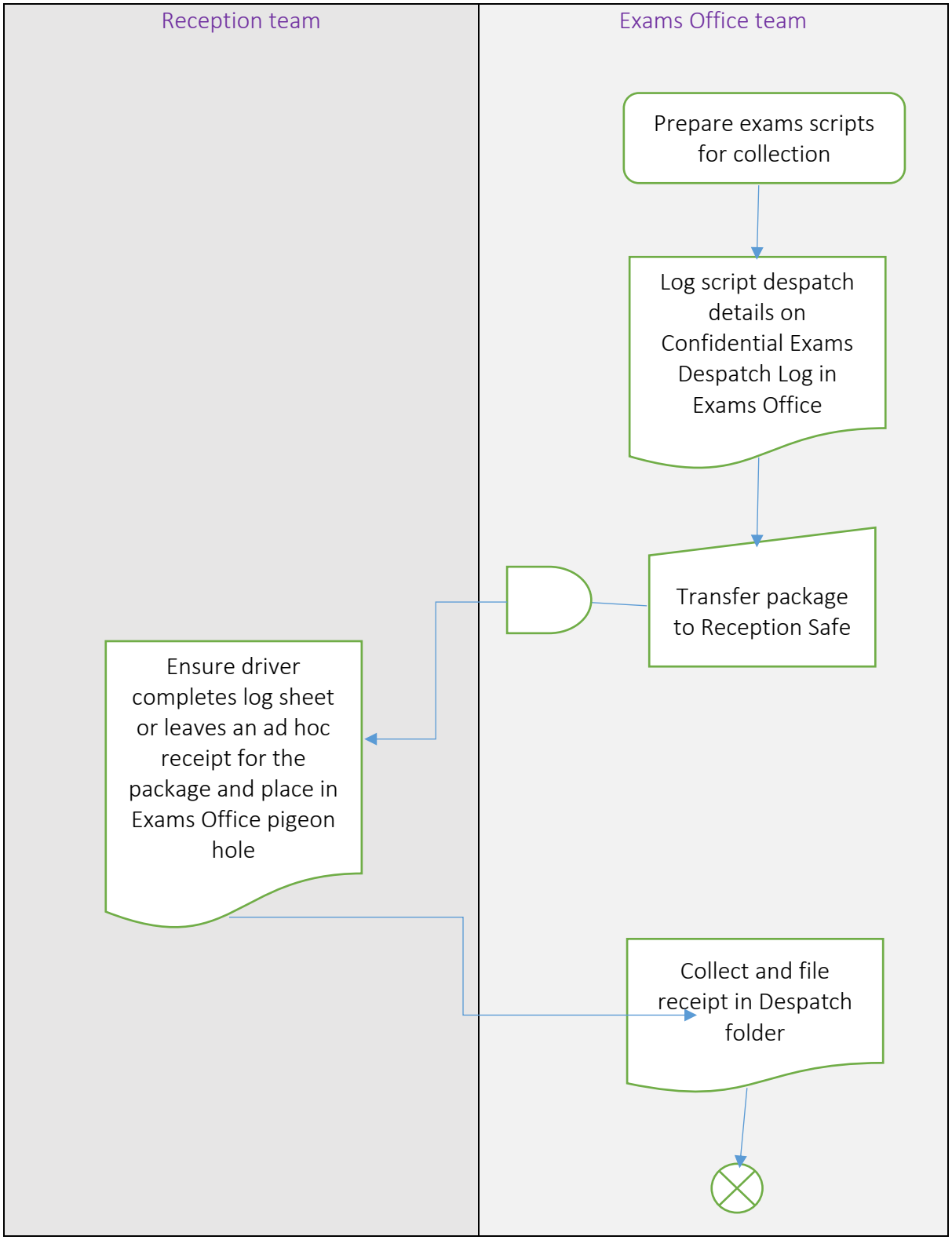
See Data Protection Policy & Privacy Notice – Docs /Policies

DBS policy

All school staff are subject to enhanced DBS checks before their employment commences.

Appendix A

Security of Confidential Exam Materials Delivery – flow chart



Security of Confidential Exam Materials Despatch – flow chart