

Examinations Policy

Learning together for success and progression

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Examinations Policy

Trustee Committee Responsible:	Curriculum & Quality
Nominated Lead Member of Staff:	ODS/DHG
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Aims of the Policy

- 1 To ensure the College Examinations administration and management is as effective and efficient as possible
- 2 To ensure all relevant staff and students understand their roles and responsibilities in relation to examinations
- 3 To ensure our examinations are conducted according to JCQ guidelines

1. Roles & Responsibilities

1.1 The Principal

1. Has overall responsibility for the College as an exam centre, ensuring that the following JCQ (Joint Council for Qualifications) publications are adhered to and that staff are suitably trained:
 - [General Regulations for Approved Centres \(GR\)](#)
 - [Instructions for Conducting Examinations \(ICE\)](#)
 - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
 - [Suspected Malpractice - Policies and Procedures \(SM\)](#)
 - [Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process \(SC\)](#)
2. Overview of Key Duties
 - a. **National Centre Register:** Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the Head of Centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
 - b. **Recruitment, Selection and Training of Staff:**
 - i. Ensures a workforce of appropriate size and competence undertakes the delivery of the qualification as required by the awarding body.
 - ii. Ensures that the Learning Support Manager has sufficient time to both manage the access arrangements process within the Centre and familiarise themselves with the JCQ publication.
 - iii. Ensures that the Examinations Officer is line managed and actively supported by a member of the Senior Leadership Team who has a good working knowledge of the examination system.
 - c. **Provision of Appropriate Accommodation:** To ensure that there is suitable accommodation to accompany all final assessments, written or practical.
 - d. **Internal Governance Arrangements:** Has in place a written escalation process via the *Exam Contingency Plan*, should the Head of Centre, or a member of the Senior Leadership Team with oversight of examination administration, be absent
 - e. **Public Liability:** Complies with local health and safety rules which are in place and that the Centre is adequately covered for public liability claims. Centres must promptly report any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack.
 - f. **Security of Assessment Materials:** Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials. It is made clear to all staff that by accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.
 - g. **Equalities Policy:** Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. Ensure the Centre has documented processes in place relating to access arrangements and reasonable adjustments via the *Learning Support Policy*

- h. **Data Protection Policy:** Ensures the Centre has a Data Protection Policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations. See *Data Protection Policy*.
- i. **Conflicts of Interest:** Ensures the relevant awarding bodies are informed of any Conflict of Interest including the delivery of internal and external units, and maintaining records confirming the measures taken to mitigate any potential risk to the integrity of the qualifications delivered at the Centre.
- j. **Centre Inspections:** Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical

These responsibilities above are delegated as appropriate.

1.2 The Examinations Officer (EO)

Manages the administration of external and internal exams (mocks), *in accordance with JCQ regulations* by:

1. Advising the Senior Leadership Team, teaching staff and relevant support staff on annual exam timetables and application of procedures as set by the various awarding bodies
2. Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
3. Maintaining systems and processes to support the timely entry of students for their exams
4. Undertaking 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 and collates all information gathered into one central point of reference
5. Produces an annual exams plan of key tasks and key dates to ensure all external and internal deadlines can be effectively met; informs key centre staff of internal deadlines
6. Ensuring documentation is in place for an annual inspection. The EO to accompany the Inspector throughout the visit
7. Submitting entries to awarding bodies by deadlines and all subsequent entry amendments
8. Obtaining detailed data on estimated entries from HoDs and submits to awarding bodies
9. Collating information on re-sits for internal and external candidates
10. Collecting information on internal exams to enable preparation for and conduct of the second year mock exam period after February half-term
11. Overseeing the production and distribution of an online timetable and seating plan for all exams in which students will be involved and communicating regularly with students and staff concerning imminent deadlines and events
12. Ensuring that students are informed of and understand those aspects of the exam timetable that will affect them
13. Identifying and managing exam timetable clashes, following JCQ's Overnight Supervision Arrangements Policy as a last resort
14. Ensuring question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met, following the JCQ Centre Inspection Service advice

15. Administering access arrangements and ensuring that applications for special consideration adhere to the JCQ publications: [Adjustments for candidates with disabilities and learning difficulties and A guide to the special consideration process](#). This is in liaison with the Learning Support Manager
16. Receiving, checking, storing securely and despatching all exam papers and completed scripts including electronic question paper materials and that these are only for the use of candidates who have been entered for the examination
17. Ensuring at least two (and no more than six members) of Centre staff should be authorised to handle secure electronic materials
18. Preparing all materials for exam rooms, including place stickers, clash cards, seating plans, question papers and stationery
19. Confirming appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the Head of Centre. In addition, the EO has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the Centre
20. Accounting for income and outgoings relating to all exam costs/charges
21. Organising the recruitment, training, updating, monitoring and deployment of a team of external invigilators responsible for the conduct of exams. The EO is the line manager for all exam invigilators and induction/refresher training is carried out annually and keeps a record of the content of training provided to invigilators for the required period
22. Working with the Learning Support Manager 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
23. Ensuring candidates with access arrangements are identified on the seating plan to inform invigilators
24. Complying with the Equality Act 2010 which states that invigilators must ensure that access arrangements are implemented in the exam room. This includes emergency evacuation procedures and medication information, where it relates to disabled candidates:
 - a. Information supplied to disabled candidates should be suitably sized and adapted
 - b. Space should be provided for wheelchairs
 - c. Seating should be adapted and placed near exits if necessary
 - d. JCQ posters should be placed at wheelchair height
25. Ensuring students' coursework marks and sample coursework are submitted by Heads of Departments (HoDs) accurately and on schedule, tracks despatch, logs moderated samples and arranges for returned coursework to be distributed to relevant HoDs
26. Ensuring teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work
27. Ensuring irregularities are investigated and informing the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, which are reported to the awarding body immediately
28. Arranging for dissemination of exam results and certificates to students and submitting, in consultation with the Principal, Deputy Principal for Curriculum & Quality or Directors of Faculty (DoF) any appeals/review of marking requests to awarding bodies
29. Delegating to the EO Assistant as appropriate

1.3 The Deputy Principal (Curriculum & Quality) has overall responsibility for:

1. The compilation of all College policies and procedures relating to exams
2. Ensuring risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the Senior Leadership Team to act immediately in the event of an emergency or staff absence). Please see the Exam Contingency Plan
3. Ensuring effective mechanisms are in place for informing staff and students of exam procedures
4. Consulting with Directors of Faculty and Heads of Department to ensure that necessary coursework and non-examined assessment work is completed on time and in accordance with JCQ guidelines
5. Resolution of any difficulties over organisation/conduct of exams
6. Application and communication of internal appeals procedure relating to coursework and non-examined assessment work
7. Ensuring distribution of relevant examinations data and reports to appropriate staff
8. Oversight of system for managing and communicating review of marking applications for non-examined assessments

1.4 The Assistant Principal (Safeguarding and Support) has responsibility for:

1. Ensuring the Centre's equalities policy demonstrating the Centre's compliance with relevant legislation is in place and detailing the processes followed in respect of identifying the need for, requesting and implementing access arrangements
2. Ensuring the Centre has a Child Protection/Safeguarding Policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
3. Ensuring the Learning Support Manager is fully supported in effectively implementing and communicating access arrangements and reasonable adjustments once approved
4. Notifying EO of late entry changes/withdrawals.
5. Oversight of Personal Tutors' and Senior Tutors' roles in supporting students in exam related issues e.g. communicating important information, briefing students about general examination procedures and providing advice & support for students through the Shaping Futures tutorial programme.

1.5 The Director of Estates has:

1. Responsibility for the provision of suitable accommodation, furniture and other facilities for examinations to support the EO
2. Oversight of fire evacuation procedures should the need arise
3. Responsibility for the security of the examination rooms that they comply with the JCQ. For example, ensuring rooms are locked and unlocked as required
4. Responsibility for ensuring that all unnecessary noise from students, staff and contractors is avoided during exam sessions.

1.6 The Head of Administration has:

1. Responsibility for the provision of support staff to coordinate post-results enquiries and re-direct them to appropriate members of academic staff

1.7 The Examinations Assistant provides:

1. Support in assisting the EO in relation to general exam administration
2. Support in the processing of online applications for Access Arrangements, collating evidence given by Learning Support Manager
3. Support to the Examinations Officer as their delegated officer as required

1.8 The Learning Support Manager is responsible for:

1. Understanding the contents, and directs relevant Centre staff, to annually updated JCQ publications including: [Access Arrangements and Reasonable Adjustments](#)
2. Providing and annually reviewing a centre policy on Access Arrangements, specifically taking into account the following:
 - a. The use of word processors in exams and assessment
 - b. Ensuring criteria for candidates granted **separate invigilation within the Centre** is clear on a 1:1 basis and small room basis, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms. See *Access Arrangements Policy* and 'Separate Invigilation Appendix'
 - c. Checking the qualification(s) of the appointed assessor(s) and that the correct procedures are followed as per Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
3. Ensuring the Centre has documented processes in place relating to access arrangements and reasonable adjustments in the Exams Procedures document, which is reviewed annually
4. Identifying those students requiring additional learning support/special access arrangements and informing all relevant staff of students with special educational needs and their normal ways of working. Please see 'Exams Procedures' Document for the cycle of Access Arrangements in a two year period
5. Ensuring that students are appropriately tested to assess their needs and requirements. Please note that the Learning Support Manager and the EO are unable to process new access arrangements for students once they have left College
6. Ensuring evidence of need for access arrangements is available for inspection, and that documentation to comply with JCQ regulations is in place. A file is in place for each candidate for JCQ inspection purposes containing all the required documentation. The Learning Support Manager will meet with the inspector when requested to provide documentary evidence and address any questions the inspector may raise
7. Administering the access arrangements during exams - in conjunction with EO and EO Assistant – the providing of readers, scribes and practical assistants when required for exams
8. Providing additional specific study support supervision — with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment — to help learners achieve their course aims as a normal way of working
9. Ensuring staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
10. Working with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
11. Ensuring 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

12. Deploying specialist learning support invigilators (ILSAs) and learning support facilitators (LSAs) effectively to exam rooms for 1:1 and small rooms where appropriate, throughout an exam series (including the provision of a roaming invigilator – normally the Learning Support Manager - where a candidate and invigilator (acting as a practical assistant, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)

1.9 The Directors of Faculty (DoF) are responsible for:

1. Providing support and guidance to HoDs where necessary in carrying out duties outlined below
2. Overseeing changes in course specifications and units in Faculty areas
3. Providing curriculum/academic advice to HoDs and students in the immediate post-results period on requests for scripts, review of marking applications and appeals

1.10 The Heads of Department (HoD) are responsible for:

1. Providing course/exam details to the EO and notification of any changes
2. Guidance and pastoral oversight of students who are unsure about exam entries
3. Checking the accuracy of entry codes and student entry lists (prior to entries)
4. Providing permission for individual re-marks and initiation of cohort re-marks, in consultation with DoF and EO, where a subject-wide problem is identified
5. The adherence to all deadlines set by EO and awarding bodies, ensuring their department team keep updated with Awarding Body teacher specific information
6. Producing a department Assessment Policy that includes deadlines for coursework and dates of non-examined assessments
7. The secure storage of candidates' work for the required period by JCQ and the Awarding Body
8. The secure disposal of the students' scripts appropriately after the period set by the Awarding Body
9. The notification (through DoF) of changes in course specifications and units, and implications for entries
10. Ensuring teaching staff delivering GCE & 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, in particular with regard to plagiarism and malpractice
11. Ensuring 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
12. Ensuring appropriate internal moderation, standardisation and verification processes are in place
13. Ensuring teaching staff inform candidates of their centre assessed marks via Markbook as a candidate may request a review of the Centre's marking before marks are submitted to the awarding body

1.11 The Personal Tutors are responsible for:

1. Communicating all exam information to students through the student portal and emails, reminding them of deadlines set by EO
2. The notification of any access arrangements not identified at enrolment to Learning Support (as soon as possible after start of course)

3. Providing advice and guidance to students on re-sits and any workload issues that a student may have

1.12 The Subject Teachers are responsible for:

1. The notification of any access arrangements not identified at enrolment to Learning Support (as soon as possible after start of course)
2. Checking student entry lists by the required deadlines as set by JCQ
3. Disseminating information to students on subject specific exam requirements, coursework deadlines etc
4. Keeping themselves updated with Awarding Body teacher-specific information.

1.13 Director of IT and Digital Strategy is responsible for:

1. All arrangements for exams and coursework ie:
 - support for the input of data, updating exams databases as necessary
 - advising EO of all course changes and early leavers after exam entries made
2. Tracking and matching Unique Learner Numbers
3. Managing achievement data
4. The development of IT systems to support the examinations function
5. The production of all reports (with the assistance of the EO) regarding examinations
6. Ensuring email accounts are secure and only accessed by individuals authorised by the Head of Centre to handle secure materials
7. Ensuring accounts used to secure material are audited regularly and that any unused or unneeded accounts are closed promptly

1.14 Invigilators are responsible for:

1. Signing a confidentiality and security agreement and confirming whether they have any current maladministration/malpractice sanctions applied to them
2. Setting up exam rooms in accordance with seating plan and EO's instructions
3. Distributing exam papers and other materials before start of exam
4. Supervising those students with timetable clashes as required
5. Completing a visual identity check of candidates (all candidates are instructed to bring their College ID cards to exams, or photo ID for externals)
6. Collecting all exam papers in the correct order at the end of the exam.
7. Reporting any suspected cases of malpractice to EO and submitting written report as required
8. Ensuring compliance with JCQ regulations in examination rooms

1.15 Students (candidates) are responsible for:

1. Checking exam entry entries, when prompted, and notifying any errors in exam entries or personal details to the EO
2. Ensuring they have an up-to-date exam timetable which includes resolved clashes and rooming and seating information and attending examinations at the times specified
3. Ensuring they are familiar with all exam regulations and procedures, by reading their 'Information for Candidates' exam guidelines, and abiding by these regulations
4. Ensuring they have photo ID (College card) for checking on the day of the exam
5. Understanding coursework regulations and signing a declaration that authenticates the coursework and non- assessed examination work as their own
6. Paying of re-sit fees by specified deadlines through the College's Finance Department

2. Students, Special Consideration and Private Candidates

2.1 Students

- 1 JCQ rules on students' use of mobile phones/smart watches and all electronic devices apply at all times. Invigilators are required to check that students are not in possession of electronic devices, or other unauthorised items, in the exam room. Students may be asked to demonstrate that they do not have any unauthorised items on their person. All watches must be placed on the desk in clear view of the invigilator
- 2 Normal College rules on appropriate dress and behaviour apply. Hats, coats, hoodies and any ear coverings are not allowed to be worn during the exam, unless worn for religious reasons. However, students will still be asked to show that they have no unauthorised items on their person
- 3 Students' personal belongings remain their own responsibility and the College accepts no liability for their loss or damage
- 4 Disruptive students are dealt with in accordance with [JCQ guidelines](#)
- 5 Students may leave the exam room for a genuine purpose, requiring an immediate return to the exam room, in which case an invigilator must accompany them and a note will be made on the incident log
- 6 Information concerned with the rules outlined above are communicated to students via Godalming Online and during the College's tutorial programme
- 7 The supervision of clash students, identifying a secure venue, and arranging overnight supervision is the responsibility of the EO

2.2 Special Consideration

- 1 Should a student be too ill to sit an exam, suffer bereavement or other trauma, or be taken ill during the exam itself, it is the student's responsibility to alert the College, or the exam invigilator, to that effect
- 2 The student must support any special consideration claim with appropriate evidence within five days of the exam (for example, a letter from the student's doctor)
- 3 The EO will complete the necessary online application with the relevant awarding body within 7 days of the exam. The EO will use the guidelines provided by JCQ to complete special consideration online forms
- 4 Applications for Special Consideration must be made within seven days of the last exam in the series in each subject. The exam boards do not accept late applications

2.3 Private Candidates (Ex-Students Only)

- 1 The College is only able to arrange for entries from ex-students who have left in the previous academic year, in very exceptional circumstances on a case by case basis, where details of these circumstances are known by the College before the student left. Such candidates are expected to pay the full cost of their entry plus an admin fee and their results will not be included in the College's achievement data
- 2 All NEA assessments (coursework, oral and practical papers) are not available to students wishing to enter themselves as external candidates. Marks from NEA are carried forward from the previous year
- 3 The College does not act as an exam centre for other organisations

3. Non-examined Assessment Work and Appeals against Internal Assessment

3.1 Non-examined Assessment Work

- 1 Students who have to prepare coursework and non-examined assessment work should do so by the required deadlines. The Coursework Deadlines Policy provides further details on College policy and procedures relating to coursework and non-examined assessment deadlines
- 2 Students must be aware of the JCQ rules on plagiarism (see Plagiarism Policy) and should read the information available in the exams information on GoL since it is viewed as a form of malpractice
- 3 Departments should have clearly stated policies and procedures for internal moderation, in line with awarding body recommendations and requirements where stated. Such policies and procedures should be scrutinised and agreed by DoFs
- 4 HoDs will ensure that all coursework is marked and/or despatched at the correct time and that teaching staff within the department inform candidates of their centre assessed marks through Markbook as a candidate may request a review of the Centre's marking before marks are submitted to the awarding body
- 5 HoDs will record what has been sent, and when, and inform the EO of this and of any late submissions
- 6 Marks for all internally assessed work are provided to the Exams Office by HoDs, or completed online using the awarding body secure websites

3.2 Appeals against Internal Assessments

- 1 The College is obliged, by the [JCQ regulations](#), to publish a separate policy on this subject, which is available from the Exams Office and published on Godalming Online
- 2 Appeals will only be considered if they apply to the process leading to an assessment; there is no appeal against the mark or grade awarded. Appeals are allowed on the following grounds: procedural error, bias/prejudice or mitigation that could not be reported at the time of the assessment for valid reasons (and evidence is supplied)
- 3 Students may appeal if they feel their work has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification
- 4 Appeals must be made in writing to the Deputy Principal (Curriculum & Quality) who will decide whether the process used conformed to the necessary requirements
- 5 After an investigation has been carried out, by the HoD/DoF/Deputy Principal (C&Q), the Deputy Principal (C&Q) will inform the student in writing of the outcome of the appeal, copying this to the EO and recording it for inspection by the awarding body

4. Post-Results Service

4.1 Post-Results Service

- 1 The publication of results
 - a) must be kept entirely confidential and restricted to the Head of Centre, Examinations Office staff and key members of teaching staff within the College (at the discretion of the Head of Centre) until the official dates and times of release of results to candidates. The centre should refer to the JCQ publication Notice to Centres – release of results: <https://www.jcq.org.uk/exams-office/results-and-certification/>
 - b) can only be given to the candidate and not the parents, unless explicit written communication has been provided by the candidate
- 2 The College will provide a 'Post-Results' service for students after each exam series for a minimum of three working days after the publication of results to enable a conversation with a senior member of staff
- 3 Students will be communicated with in regards to the arrangements for Post-Results procedures before they sit any examinations and will also be communicated with immediately after the publication of results, stipulating the availability of senior staff from the College, how to arrange an appointment and the relevant deadlines and fees provided by the awarding body
- 4 Candidates cannot 'Appeal' their grade directly with the awarding body. However they are able to request the following through the College as part of the Post-Results service:
 - a. Return of Script
 - b. Review of Marking (Individual Paper) – review of the original marking to ensure that the mark scheme has been applied correctly. The paper is not re-marked
- 5 Awarding bodies will only accept requests for Reviews of Marking from centres and not from candidates or their parents. Therefore any requests need to be approved by a senior member of staff at the Centre through the Post-Results service after a discussion with the candidate
- 6 The College must obtain written candidate consent (email record or signed form) for Reviews of Marking after the publication of the results, as subject grades may be lowered
- 7 Consent forms and emails from candidates will be retained by the College for at least six months following the outcome of the Review of Marking
- 8 Should the College decide to not approve a Review of Marking, the candidate must follow the College's Complaints Procedure to raise any further issues
- 9 Students will be informed by the awarding body of the outcome of any Review of Marking or script return

4.2 Appealing the Review of Marking

The appeals process is only available to centres and private candidates after receiving the outcome of a review of results

- 1 Appeals must be made in writing by the Principal of the College and clearly state the grounds for appeal
- 2 Should the Principal decide to not approve an appeal, the candidate will be informed in writing and the candidate must follow the College's Complaints Procedure to raise any further issues

4.3 Review of Marking for a Cohort

- 1 If Godalming College as a centre has substantiated concerns about one of its component/subject cohorts, then we will submit a request for marking for all candidates we believe to be affected in line with the awarding bodies' procedures.

4.4 Exceptional Circumstances

- 1 The College reserves the right to change its Post-Results service at short notice in light of exceptional circumstances

Related Key Documents

1. NEA (Non-Examined Assessments) Documents
 - a. Coursework Deadlines Policy
 - b. Policy for requests for a review of internal moderation
 - c. BTEC Policies – include Internal Verification Policy - BTEC Level 2 and 3 National Qualifications
 - d. Plagiarism Policy
2. Examination Procedures
3. Examination Contingency Plan
4. Learning Support Policy
5. Access Arrangements Policy
6. IT Acceptable Use Policy for Student and Staff
7. Other
 - a. Data Protection Policy
 - b. Safeguarding Policy
 - c. Equality Policy