EXAMS POLICY

2026/27

Swakeleys School for Girls

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This policy is reviewed annually to ensure compliance with current regulations and reflects centre practice

Control Sheet

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1.2	November 2025	C Devereux	JCQ Annual update according to guidance and regulations.

Key staff involved in the policy

Role	**Name(s)**
Head of centre	Ms Kelda Stevenson: Headteacher
Senior leader	Mrs C Devereux: Deputy Headteacher
Exams officer	Miss S Caldwell
SENCo (or equivalent role)	Dr K Laxton: Head of Inclusion

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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 and in compliance with the published JCQ General Regulations publication and awarding body requirements.

This policy will ensure that:

- All aspects of the centre's process is documented, supporting the centre's contingency plan. Other relevant exams-related policies and procedures are signposted in the G:drive/School/Handbook/Policies/Academy Trust
- All centre staff are well informed and supported
- All centre staff involved in the exam 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 at all times

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 and is available on the G drive.

Key points:

- All school policies and procedures can be found on the staff G:drive/School/Handbook/Policies/Academy Trust
- Invigilators attend annual training with the EO (Examination Officer)
- The EO distributes the General Regulations and the ICE book to the Head of Centre and the Deputy Headteacher i/c examinations
- EO meets with and sends the Access Arrangements and Reasonable Adjustments (AARA) and Special Consideration to the SENCo and/or Senior Leader responsible for Health Plans in September
- Candidates are informed of all regulations via Year group assemblies and with the relevant documents online, via Google Classroom and displayed in school (Year group boards and the KS4 café)
- Office staff are aware of the procedures for logging the secure materials and the timeframe to pass to EO
- Premises are aware of the movement of secure materials (exam papers)
- The term 'candidates' refers to candidates and/or their parents/carers

Section 1: Roles and responsibilities

1.1 Overview

The head of centre is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments. The head of centre cannot also be the examinations officer. 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. (GR2)

The head of centre must familiarize themselves with the entire contents of the current General Regulations for Approved Centres (GR) Document along with senior leadership teams and exams office personnel.

The examinations officer (EO) 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.

It is the responsibility of the head of centre to ensure that all staff including the Examinations Officer complies with the instructions in the 'Instructions for conducting examinations' document. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025. The head of centre must ensure the relevant members of staff respond promptly to requests and/or actions raised by the inspection service.

Where an action letter is issued by the JCQ Centre Inspection Service, the head of centre will 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).

Furthermore, the head of centre will 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 modified papers.
- All reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority
- Understanding of the contents, refer to and direct relevant centre staff to annually 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)

- As a centre we have 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:
    - They maintain 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.
    - Swakeleys 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
    - 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
- 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)
- We ensure that the relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- 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 our 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)
- Members of our staff do not advise parents/carers/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

1.2 Resilience and contingency arrangements

As a centre we will ensure familiarity with the regulators' guidance and/or awarding body guidance on ensuring resilience in the qualifications system. We have in place a process for gathering and securely retaining evidence of

candidate performance in line with the published guidance. The centre will have in place, and at all times comply with, an 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 minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

Process for gathering evidence of candidate's assessment performance

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 bodies. The centre will:

Step 1: Define and plan the evidence requirements

- **Identify assessment methods:** Choose a mix of methods based on what you need to assess, such as presentations, practical tests, or "in-tray" exercises.
- **Set clear criteria:** Define the agreed-upon criteria for successful performance. This ensures fair and consistent assessment.
- **Notify candidates:** Inform candidates in advance about the assessment tools being used, providing enough time to prepare.

Step 2: Collect performance evidence

- **Direct observation:** Observe candidates performing tasks in a real or simulated environment for practical subjects. This is a key way to gather evidence of what they can do.
- **Work samples:** Collect examples of the candidate's completed work, such as reports, mock results etc.
- **Simulations:** Use simulations to assess skills in a controlled environment, especially for tasks that are difficult to observe in a normal work setting.

Step 3: Collect knowledge evidence

- **Questioning:** Ask candidates questions during an observation or a separate session to assess their knowledge and understanding.
- **Written assignments:** Use written assignments, tests, or multiple-choice questions to evaluate knowledge.

Step 4: Collect supporting evidence

- **Teaching staff evidence:** Obtain written statements from colleagues who can attest to the candidate's performance.

Step 5: Compile and assess the evidence

- **Monitoring:** Use the termly Progress Check grades for evidence of working levels.
- **Verify authenticity:** Ensure the evidence is the candidate's own work and has not been faked.
- **Evaluate against criteria:** Assess the evidence fairly against the pre-agreed criteria from curriculum leaders and or awarding bodies to determine if the candidate has met the requirements.
- **Check rules of evidence:** Confirm the evidence is valid, sufficient, authentic, and current before making a final judgment.

Step 6: Provide feedback

- **Give constructive feedback:** After the assessment, provide the candidate with clear feedback on their performance based on the evidence gathered

The exam contingency plan covers the following scenarios:

- The head of centre, Deputy Headteacher with oversight of examination and assessment administration, SENCo (or equivalent role), and 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 Swakeleys School has identified an alternative site if examinations cannot be conducted at the registered address. This site is Oak Wood School.

We have senior members of staff (Head of centre and the Deputy Headteacher) who are available to manage emergency requests from awarding bodies that are results related during the summer holidays.

We remind candidates that where work is produced electronically, it must backed-up on two devices including an off-site back-up via the cloud. We implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

<u>Cyber security</u>

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

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

The training must include:

  - 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.

This record could take the form of a certificate, a paper checklist, a spreadsheet-based checklist or a Learning Management System (LMS) report.

- 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 centres systems, an equivalent multi-dash layered security approach must be in place. For example, strong log-in controls, access and monitoring controls and secure storage so that exams-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' MFA requirements

- Reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

The cyber security policy is held in the examinations T Drive and the Staff G Drive for use should it be required.

Recruitment, selection, training and support

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 must include 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 to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures that teaching staff do not use AI tools 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 that 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
- 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

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

- 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 (refer to policies)
- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, and who will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments

1.3 Delivery of qualifications

The head of centre will ensure that the centre staff:

- Deliver 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

1.4 Public liability

The head of centre will ensure that the centre complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims

1.5 Conflicts of interest

These are dealt with in accordance with our Exams Conflict of Interest Policy (also refer to page 9).

1.6 Controlled assessments, coursework and non-examination assessments

The head of centre will ensure that the centre:

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

1.7 Security of assessment materials

The head of centre will ensure that the centre:

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including:
  - ensuring the security of all assessment materials
  - ensuring that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
  - that there is a process to report 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
  - issuing material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
  - gives candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies

1.8 National Centre Number Register and other information requirements

The head of centre will ensure that the centre:

- 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 work email address of the person or team responsible for the administration of examinations
    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 centre email address
  - senior designated contact details (this might include a personal mobile number and/or email address)

- Completes the National Centre Number Register annual update by the end of October every year even if there are no changes to the 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, by completing the Head of Centre Declaration, to the National Centre Number Register request for confirmation that they are aware of and adhering to the latest versions of the JCQ regulations, and does so no later than the end of October every year
    - responds to any other reasonable requests made by the National Centre Number Register Team
- Understands that this responsibility for completing the head of centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, or 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

1.9 Centre inspections

The head of centre will ensure that the centre:

- 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

1.10 Policies and procedures available for inspection

The head of centre will ensure that:

- Swakeleys 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: and these are all found at G:School\Handbook\POLICIES\Academy Trust:
    - Child protection policy
    - Safeguarding policy
    - Complaints policy
    - Cyber security policy
    - Data protection policy
    - Equalities policy
    - Malpractice policy
    - Whistleblowing policy

We also have in place all JCQ good practice procedures which are saved in T/Exams/Exams 2025 and H drive for the Head of centre – this is in accordance with JCQ requirements and we also adopt additional JCQ documents and centre specific policies and procedures:

- Exam Conflict of Interest policy
- Exam Contingency plan
- Exams Internal Appeals procedure
- Non-examination Assessment policy
- Exams Word Processors policy
- Access arrangements and reasonable adjustments (AARA)
- Exams Escalation process
- Post results services (as part of this Exams Policy)

1.11 Personal data

It is the responsibility of the EO 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 and gender to the awarding bodies for the purpose of examining and awarding qualifications. (relevant privacy notices should be provided to candidates)

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programs and data. 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 officer

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

- Understands the contents of current JCQ documents including:
  - General Regulations for Approved Centres (GR)
  - Instructions for Conducting Examinations (ICE)
  - Suspected Malpractice - Policies and Procedures
  - Post-Results Services (PRS)
  - A guide to the Special Consideration process (SC)
- Completes/submits the National Centre Number Register annual update (the register is administered on behalf of the JCQ awarding bodies, AQA, OCR, NCFE, Pearson and WJEC) by Cambridge OCR https://ocr.org.uk/administration/ncn-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/external invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided to invigilators and those facilitating an access arrangement for a candidate under examinations conditions, as well as a record of invigilator attendance, 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

Head of centre and senior leaders

It is the responsibility of the head of centre to ensure that relevant senior leader/s:

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
    - General Regulations for Approved Centres (GR)
    - Instructions for Conducting Examinations (ICE)
    - Access Arrangements and Reasonable Adjustments (AARA)
    - *AI Use in Assessments: Your role in protecting the integrity of qualifications*
    - *Guidance for centres on cyber security*
    - Suspected Malpractice - Policies and Procedures
    - Instructions for Conducting Coursework
    - 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*
    - A guide to the Special Consideration process (SC)
    - Post Results services

- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO 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

Special educational needs co-ordinator (SENCo) or equivalent role

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

- 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 liaises with the EO re: the reasonable adjustments process (referred to in this policy as 'access arrangements')
- Presents when requested by a JCQ Centre Inspector, evidence of their qualifications
- Ensures, with the EO, that any applications for access arrangements or reasonable adjustments are submitted by the published deadline. The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection, and understand that for those qualifications covered by Access Arrangements and Reasonable Adjustments Online (where required), 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) and supporting evidence of need and this will be readily available for inspection
- Works with the EO to ensure that requests for modified papers are submitted by the published deadline
- Works with the EO to ensure that 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 EO and SENCo (or equivalent role)
- Keep updated with awarding body subject and 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
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/ malpractice sanctions applied to them

Reception staff

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

Premises staff

- Support the EO in relevant matters relating to exam rooms and resources

Section 2: 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 are grouped into the following stages:

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

2.1 Planning: roles and responsibilities

A large number of staff at Swakeleys have a role to play in exams. However, the key individuals who are referred to throughout and play key roles, both strategically and operational during exams are as stated on page 2 of this document.

2.2 Security of assessment materials

- The EO ensures the centre has a secure storage facility in a room solely assigned to examinations

2.3 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 EO ensures that the secure room is only used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to a minimum of two and a maximum of six key holders, one of whom **IS** the exams officer. The two to six key holders **ARE** permanent members of staff or members.

The two to six key holders **ARE** either be part of the exams team or the senior leadership team. A key holder from the exams team **IS** a permanent member of staff.

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

The secure room **must** be accessible throughout an examination series for the storage of question papers and be available for inspection.

2.4 Information gathering and sharing

Head of centre:

- Directs relevant centre staff to current updated JCQ documents including GR, ICE, AARA, SMPP, ICC, NEA and SC as listed in full on page 10.

Exams officer:

- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated
- Signposts relevant centre staff to JCQ information that must be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding bodies secure online systems.
- 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 mock exams

Senior leaders:

- Respond (or ensure teaching staff respond) to requests from the EO on information gathering
- Meet the internal deadline for the return of information
- Inform the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Note the internal deadlines in the annual exams plan and directs teaching staff to meet these

2.5 Access arrangements

Head of centre

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

SENCo (or equivalent role)

- Assesses candidates to identify access arrangements/reasonable adjustments requirements
- Gathers evidence to support the need for access arrangements for a candidate with SEND needs which includes SEND and health needs, and may include liaising with the senior leader with responsibility for health plans
- Liaises with teaching staff to gather evidence of normal way of working for a candidate
- Works with the EO to determine candidate eligibility for arrangements or adjustments that are centre-delegated
- Works with the EO to apply for approval using Access arrangements online (AAO) via the Centre Admin Portal
- 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
- (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- The EO and SENCo keep e-copies of each candidate's required documentation for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates which the EO will organise
- Liaises with the EO to ensure staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangement(s)
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective roles and what is and what is not permissible in the exam room
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- The EO will ensure the 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
- Where medical/health needs require access arrangements for medical consideration, the EO will liaise with the senior leader responsible for health plans. The EO will lead on this and may require further information from the health plan/senior leader

2.6 Internal assessment and endorsements

Head of centre:

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

- 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 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
- Ensures submission of centre-assessed marks and moderation/verification samples, if required by the awarding body, by the published date
- 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 candidates 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

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, 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 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 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 candidate's documents

2.7 Invigilation Arrangements

Head of centre:

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- 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
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- 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 officer:

- Recruits additional invigilators where required to effectively cover all exam periods/series throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration or malpractice sanctions are applied to them via previous employer references and signed declaration
- Provides thorough training for new invigilators on the current instructions for conducting examinations and an 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

Section 3: Entries and registrations - roles and responsibilities

Head of centre ensures the centre's obligations as detailed in the regulations are met.

3.1 Estimated entries

Exams officer

- Requests estimated or early entry information, (where this may be required by awarding bodies), from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met
- Estimated entries will be determined using the numbers of candidates starting the course in September of each academic year. The estimated entries are submitted using the awarding bodies online secure facilities

Curriculum Leaders

- Provide entry information requested by the EO to the internal deadline
- Inform the EO immediately of any subsequent changes to entry information

3.2 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 officer

- Requests final entry/registration information from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met

- Informs Curriculum 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 be met at the point of certification
- Confirms with Curriculum 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
- Sends out initial marksheet entry sheets by mid January to Curriculum Leaders for initial and return this entry information
- Submissions are made via SIMS Exams organiser but not sent to the board at this stage.
- Final entry marksheets are then sent to Curriculum Leaders at the beginning of February with an internal deadline and these marksheets have to be signed and dated by Curriculum Leaders of each subject/subject area
- Final submission is made via EDI or Edexcelonline for BTEC candidates

Curriculum Leaders

- Provide information requested by the EO to the internal deadline and sign off on all returns
- Inform the EO 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
- Check final submission information provided by the EO and confirms information is correct or highlights any discrepancies

3.3 Entry fees

Entry fees are only required from private/resit candidates, and these are only ex-students. Private candidates are invoiced accordingly and a record kept of payments made.

3.4 Late entries

Exams officer

- Has clear entry procedures in place to minimise the risk of late entries

Curriculum Leaders

- Minimise the risk of late entries by:
    - following procedures identified by the EO in relation to making final entries on time
    - meeting internal deadlines identified by the EO for making final entries

3.5 Private/Resit candidates

Private/resit candidates are ex-students and they are invoiced accordingly and a record kept of payments made. Private/resit candidate are known to us however, we would still complete all relevant paperwork required and records kept.

3.6 Candidate statements of entry

Exams officer

Provides candidates with statements of entry for checking, amending and return signed as confirmation.

Teaching staff - Tutors

- Ensure candidates check statements of entry and return any relevant confirmation required to the EO

Candidates

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

Section 4: Pre-exams: roles and responsibilities

Head of centre

Ensures the centre's obligations as detailed in the regulations are met.

4.1 Access arrangements and reasonable adjustments

Exams officer and SENCo (or equivalent role)

- Ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates with learning difficulties or disabilities, those for whom English is an additional language and those with a temporary illness or injury
- Ensure 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 candidate's documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it
- The EO leads on allocating 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 teaching assistant. Where the candidate's own teaching assistant is used, a separate invigilator must always be present
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (such as a distance learner or a home educated student) and that the candidate is assessed by the centre's appointed assessor

4.2 Briefing candidates

Exams 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 candidate's 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 timetable 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
    - post-results services information and how the centre will deal with requests from candidates
    - when and how certificates will be issued

4.3 Dispatch of exam scripts

Exams officer

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

4.4 Estimated grades

Curriculum Leaders

- Ensure teaching staff provide estimated grade information to the EO by the internal deadline where this still may be required by the awarding body

Exams officer

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

4.5 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

SENCo (or equivalent role)

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements as required

Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

Senior leaders

- Ensure teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensure teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

Exams officer

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline (or delegates this task to relevant teaching staff)
- Keeps a record to track what has been sent
- Logs moderated samples 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 declaration (or authenticate their work as required by the awarding body)

4.6 Invigilation arrangements

Exams 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
- Liaises with the SENCo (or equivalent role) regarding the facilitation and invigilation of access arrangement candidates

SENCo (or equivalent role)

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates

Invigilators

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

4.7 JCQ Centre Inspections

Exams officer or senior leader

- Will accompany the Inspector throughout a visit

SENCo (or equivalent role) or relevant Senior Leader (in the absence of the SENCo)

- 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)

4.8 Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify the identity of all candidates

4.9 Candidate Identification Procedure

- Candidates must have ID lanyards which can be cross referenced where applicable with the school's information management system and are also registered by tutors directly before they enter the hall. These are placed face up on the floor next to each candidate's exam desk. We do not accept private candidates unless they are ex-students wishing to resit with us and we have their records on file for identification along with photo ID which they provide
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements and ensure that candidates with access arrangements are identified on the seating plans, invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded

Invigilators

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

4.10 Security of Assessment materials

Head of Centre

- On the day confidential materials are received from awarding bodies, where it is not possible for authorised staff to removes question paper packets from their dispatch packaging for checking, ensures there is an authorised key holder to the secure room and secure storage facility on site the next working day.

Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential exam materials are only handed over to those to authorised members of staff
- Ensures access to the secure room is restricted and staff approved by the head of centre
- 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 (to reduce the possibility of opening a packet at the wrong time)
- 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
- Ensures the integrity and security of any electronic question paper materials 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)
- Ensures a minimum two and no a maximum of six members of centre staff should be authorised to handle secure electronic materials, one of whom is the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision
- 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 (for example MFL and Art pre-release materials)

4.11 Timetabling and rooming

Exams officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with premises staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo (or equivalent role) regarding rooming of access arrangement candidates

SENCo (or equivalent role)

- Liaises with the EO 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

Premises staff

- Liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements

4.12 Internal exams/assessments

Exams officer

- Prepares for the conduct of internal exams/assessments under external conditions (for example mocks and PPEs)
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from Curriculum Leaders
- Arranges invigilation as required

Teaching staff

- Provide exam papers and materials to the EO
- Support the EO and SENCo in making appropriate arrangements for access arrangement candidates

Section 5 Exam time: roles and responsibilities

Head of centre

- Ensures the centre's obligations as detailed in the regulations are met.

5.1 Access arrangements

Exams officer

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

5.2 Candidate absence and late arrival

Exams officer

- Ensures any candidate that arrives after the start of the exam (and is permitted by the centre to sit the exam) is given all pre-examination information and warnings **before** they start the exam and is allowed the full time for the examination
- Ensures any candidate who arrive very late for an exam (and is permitted by the centre to sit the exam) is reported to the awarding body by submitting a report on candidate admitted very late to examination room using CAP to timescale
- Warns a very late arriving candidate that their script may not be accepted by the awarding body

Invigilators

- Are informed of the policy/process for dealing with absent/late/very late candidates via initial training
- (Where delegated this role) ensure any candidate who arrives after the start of the exam (and is permitted by the centre to sit the exam) is given all pre examination information and warnings before they start the exam and is allowed the full time for the examination
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan and that late information is recorded on the exam room incident log

Candidates

- Candidates are aware of what they need to do if they are likely to be absent from an exam
- Staff involved in the exams process understand how absent candidates who have not contacted the centre regarding their absence will be managed at the time of the exam
- Candidates are aware of what will or will not happen should they arrive late
- Staff involved in the exams process understand how this will be managed at the time of the exam
- Candidate behaviour follows the School behaviour policy in addition to the guidance in this policy

- Candidate belongings are stored securely and not allowed into the exam venue. Any unauthorised items are not allowed into the exams venues. If found they are taken and given to the YLC who will leave items in their office or take to the main office.

5.3 Conducting exams

Head of centre

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

Exams 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

5.4 Dispatch of exam scripts

Exams officer

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

5.5 Exam question papers and materials

Exams officer

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- To avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened when packets are removed from the secure storage facility.
- Ensures two members of centre staff both check the day, date, time, subject, unit/component and tier of entry, if appropriate, is correct before a question paper packet is opened
- Ensures this second pair of eyes check is recorded (by signing the second pair of eyes check form, these individuals are confirming that this check has been conducted on each packet before it was opened)
- Ensures question papers are always be kept in their sealed packets until the second pair of eyes check and log have been completed
- If the question paper packet needs to be split for any reason e.g. for different rooms on one or more sites to facilitate an access arrangement, ensures the check and recording takes place in the secure room
- For all remaining sealed packets, ensures the second pair of eyes check and recording of check takes place in either the secure room, or in the designated examination room immediately before the packet is opened (determining which location provides the most secure and effective arrangement at the time of exam)
- Ensures unused question papers are not released to anyone 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 the following morning under an overnight supervision arrangement, ensures unused question papers for that examination are not released to any individual until 24 hours after the awarding bodies published finishing time for the examination)

5.6 Exam rooms

Head of Centre

- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams during the exam period
- Ensures that internal tests, mock exams, revision etc are not conducted in a room 'designated' as an exam room
- 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. Food is not permitted unless for medical reasons and this will be monitored by staff. Pupils can bring in a clear bottle of water with no labels/label removed (ideally reusable).
- Ensures the centre's policy relating to unauthorised items that are not allowed in exam rooms is clearly communicated to candidates and includes that possession of unauthorised items, such as a mobile phones/smart watches, watches, and any potential technological/web enabled sources of information must not be brought into the exam venue. Any pupil with a mobile phone/smart watches, watches, wearable technology/electronic devices on or near their exam desk will be reported to the Examination Board and their paper disqualified
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

5.7 Food and Drink

- Candidates are clear on what is or what is not allowed
- Staff involved in the exams process are aware of what is and what is not allowed and how this will be managed at the time of the exam
- The centre can demonstrate the policy if asked/challenged by a candidate (and/or parent/carer)

5.8 Leaving the Examination Room

- Candidates are aware of the centre's arrangements where time may or may not be compensated for any temporary absence from the exam room
- Staff involved in the exams process understand how this will be managed at the time of the exam
- The centre can demonstrate the policy if asked/challenged by a candidate (and/or parent/carer)

Exams officer

- Ensures exam rooms are set up and conducted 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 (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode)
- 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
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure (Exam Contingency Plan)
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

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
- Ensure a procedure is in place in case of an emergency evacuation and lockdown

Premises staff

- Ensure exam rooms are available and set up as requested by the EO
- 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

5.9 Irregularities

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 EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Exams 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)

5.10 Special consideration

Senior leaders

- Support the EO in eligible applications for special consideration by authorising appropriate evidence

Exams officer

- 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 by the external deadline

Candidates

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

5.11 Internal exams/assessments

Exams officer

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

Invigilators

- Conduct internal exams as briefed by the EO

Section 6: Results and post-results: roles and responsibilities

Head of centre

- Ensures the centre's obligations as detailed in the regulations are met.

6.1 Internal assessment

Senior leaders

- 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 after the retention period or disposed of according to the requirements

6.2 Managing results day(s)

Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure relevant 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 officer

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

Premises staff

- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

6.3 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 officer

- Informs candidates in advance of when and how results will be released to them for each exam series
- 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

6.4 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)

Exams officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- 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 to collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- 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
- Identify the budget to which fees should be charged

Candidates

- Meet internal deadlines to request the services
- Provide informed consent and (where relevant) fees

6.5 Analysis of results

Senior Leader

- 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

6.6 Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed and this is administered by the EO.

Candidates

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

Section 7: Exams review: roles and responsibilities

Senior leader and exams officer

- Work together to produce a plan to action any required improvements from each exam season

Section 8 Retention of records: roles and responsibilities

Exams 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
- Provides an exams archiving policy that identifies information held, retention period and method of disposal