

# Quality of Education

## Exams policy

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### 1.0 Purpose and intent

Greenfields Academy is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- All aspects of the centre exam process are documented, and other relevant exams-related policies, procedures and plans are signposted.
- The workforce is well informed and supported.
- All centre staff involved in the exams process clearly understand their roles and responsibilities.
- All exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute".
- Exam candidates understand the exams process and what is expected of them.

This policy reflects the current JCQ General Regulations for Approved Centres and Ofqual's published guidance on contingency planning. It also sets out how the centre will address emerging risks to assessment integrity, including the inappropriate use of Artificial Intelligence (AI), digital and on-screen assessments, and cyber security.

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.



## 2.0 Roles and Responsibilities

"The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.

The head of centre may not appoint themselves as the examinations officer.

### **Head of centre**

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to and approves the Head of Centre formal declaration
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidate's preparation for the examination, is not an invigilator during the examination or on-screen test
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance, and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place
- Ensures required internal appeals procedures are in place
- Ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available.
- Ensures any conflicts of interest are declared, recorded, and managed in line with JCQ requirements, including staff who have family members entered for exams.
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

### **Exam contingency plan**

The Exam Contingency Policy is kept on school premises both as a hard copy and electronic copy.

"It is the responsibility of the head of centre to ensure that the centre has in place a written examination contingency plan/examinations policy which covers all aspects of examination administration". This will allow members of the senior leadership team to have a robust contingency plan in place, minimising risk to examination administration, should the examinations officer be absent at a crucial stage of the examination cycle.

### **Internal appeals procedures**

The Internal Appeals Policy is kept on school premises both as a hard copy and electronic copy. The centre agrees to have in place, and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates.

### **Disability policy (Exams)**

The Disability (Exams) Policy is kept on school premises both as a hard copy and electronic copy. The centre agrees to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. A written disability policy setting out how the centre seeks to comply with the Equality Act 2010 and fully supporting disabled candidates must be available for inspection purposes.

### **Access Arrangements Policy**

The Access Arrangement Policy is kept on school premises both as a hard copy and electronic copy. The centre agrees to have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly.

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

### **Exams officer**

- Understands the contents of annually updated JCQ publications
- 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 required Senior leaders (SLT)
- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications.
- Ensures staff and candidates are briefed annually on the JCQ *Information for Candidates* documents, including regulations on the use of AI and digital assessments.
- Ensures secure administration of any on-screen or digital assessments, including control of login details, devices, and storage of digital exam materials.

### **Special educational needs co-ordinator (SENCo)**

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

### **Teaching staff**

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo
- Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events Invigilators
- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Monitor for, and report, any suspected misuse of AI tools or other malpractice in assessments, in line with JCQ guidance.

### **Reception staff**

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials
- Support the EO in relevant matters relating to exam rooms and resources

### **Candidates**

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

## **3.0 The Exam Cycle**

The exams management and administration process that needs to be undertaken for each exam series is often referred to as the exam cycle and relevant tasks required within this grouped into the following stages:

- Planning
- Entries

- Pre-exams
- exam time
- Results and post-results

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

### 3.1 Roles and Responsibilities

#### Information sharing

##### Head of centre

- Directs relevant centre staff to annually updated JCQ publications

##### Exams officer

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

#### Information gathering

##### Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Research 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 to enable preparation

#### Access arrangements

##### SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre delegated
- Gathers signed data protection notices from candidates where required
- Applies for approval through Access arrangements online (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file 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 candidate
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the arrangement(s)
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments

##### Senior Leaders & Teaching staff

- Support the SENCo in identifying and implementing appropriate access arrangements.

#### **4.0 Internal assessment**

##### **Internal assessment**

##### **Head of centre**

- Ensures an internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internally assessed marks (see Roles and responsibilities overview)
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required
- Ensure all staff must follow the JCQ Suspected Malpractice Policies and Procedures, including ensuring that candidates' work is their own and that inappropriate use of AI or other digital tools is not permitted in assessments.

##### **Senior leaders**

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ Instructions for conducting controlled assessments and the specification provided by the awarding body
- Ensures teaching staff delivering new GCSE specifications follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by 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

##### **Exams officer**

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

##### **Invigilation**

##### **Head of centre**

- Ensures relevant support is provided to the EO in recruiting, training, and deploying a team of invigilators
- Determines if additional invigilators will be deployed in practical exams in addition to the subject teacher
- 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/malpractice sanctions are applied to them
- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams

- 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 made aware of the Equality Act 2010 and are trained in disability issues
- Collects evaluation of training to inform future events

## 5.0 Entries

### Estimated entries

#### Exams officer

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

### Final entries

#### Exams officer

- Requests final entry information from Subject Champion in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs Subject Champion of subsequent deadlines for making changes to final entry information without charge
- Confirms with Subject Champion 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

### Final entries collection and submission procedure

#### Subject Champion

- Provides information requested by the EO to the internal deadline
- Informs 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
- Checks final entry submission information provided by the EO and confirms information is correct

### Late entries

#### Exams officer

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

#### Subject Champion

- Minimises 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

### Candidate statements of entry

#### Exams officer

- Provides candidates with statements of entry for checking Teaching staff
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO Candidates
- Confirm entry information is correct or notify the EO of any discrepancies

## 6.0 Pre-exams

### Access arrangements

#### SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates' information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

#### Briefing candidates

#### Exams officer

- Issues individual exam timetable information to candidates
- Issues relevant JCQ information for candidates' documents
- Where relevant, issues relevant awarding body information to candidates
- The latest JCQ "Information for Candidates" documents, including rules on plagiarism, use of AI, social media, and digital assessments, will be issued and explained to all candidates.
- Issues centre exam information to candidates including information on:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

### Access to scripts, enquiries about results and appeals procedures.

The centre agrees to have in place written procedures for how it will deal with candidates' access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results.

#### Dispatch of exam scripts

#### Exams officer

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

#### Estimated grades



### **Subject Champion**

- Ensures 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

### **Internal assessment**

#### **Head of centre**

- Ensures procedures are in place for candidates to appeal internally assessed marks or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

#### **SENCo**

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments

#### **Teaching staff**

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internally assessed marks prior to marks being submitted to awarding bodies

### **Subject Champion**

- Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensures teaching staff authenticate candidates' work to the awarding body requirements
- Ensures teaching staff provide required samples of work for moderation to the EO to the internal deadline

### **Exams officer**

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

### **Candidates**

- Authenticate their work as required by the awarding body

### **Invigilation**

#### **Exams officer**

- Provides an invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

#### **SENCo**

- 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

### **JCQ inspection visit**

**Exams officer or Senior leader**

- Accompanies "the Inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility."

**Seating and identifying candidates in exam rooms****Exams officer**

- Ensures a procedure is in place to verify candidate identity including private candidates
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

**Invigilators**

- Follow the procedure for verifying candidate identity provided by the EO
- Seat candidates in exam rooms as instructed by the EO/on the seating plan

**7.0 Exam procedures and regulation****Security of exam materials****Exams officer**

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements

**Reception staff**

- Follow the process to record confidential materials delivered to the centre and issued to authorised staff

**Teaching staff**

- Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

**Timetabling and rooming****Exams officer**

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

**SENCo**

- 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

**Site staff**

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

**Transferred candidate arrangements****Exams officer**

- Liaises with the host or entering centre, as required
- Processes requests to the awarding body deadline
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

**Internal exams**

**Exams officer**

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

**SENCo**

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

**Teaching staff**

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

**Digital Exams and Cyber Security**

- The centre will ensure the security and integrity of all on-screen and digital assessments. This includes secure storage and transfer of digital materials, password-protected access, secure devices for candidates, and appropriate invigilation arrangements.

**8.0 Exam Time****Access arrangements****Exams officer**

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

**Candidate Absence****Invigilators**

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

**Candidates**

- Are re-charged relevant entry fees for unauthorised absence from exams

**Candidate late arrival****Exams officer**

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body
- Are informed of the policy/process for dealing with late/very late arrival candidates through training
- Ensure that relevant information is recorded on the exam room incident log

**9.0 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

**Dispatch of exam scripts****Exams officer**

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

**Exam papers and materials****Exams officer**

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

**Exam rooms****Head of centre**

- Ensures only approved centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

**Exams officer**

- Ensures exam rooms are set up as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session-by-session basis
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

**Senior leaders**

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

**Site staff**

- Ensure exam rooms are available and set up as requested by the 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
- Conduct exams in every exam room as instructed in training/update events and briefing sessions

**Candidates**

- Are required to remain in the exam room for the full duration of the exam

**Irregularities****Head of centre**

- Ensures any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required

### **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, disruption or disturbance in the exam room, emergency evacuation)

### **Malpractice**

- All cases of suspected malpractice or maladministration must be recorded, investigated, and reported following the JCQ Suspected Malpractice Policies and Procedures. Where required, the centre will also report incidents directly to Ofqual, in line with regulatory obligations.

### **Special consideration**

#### **Exams officer**

- Processes appropriate requests for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies to the external deadline

#### **Candidates**

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

### **Unauthorised materials**

#### **Invigilators**

- Are informed of the arrangements through training internal exams

#### **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

## **10.0 Results and Post results**

### **Internal assessment**

#### **Subject Champion**

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

### **Managing results day(s)**

#### **Senior leaders**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results

#### **Exams officer**

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

- Provides results information to Ofqual, JCQ, and other external bodies where required as part of statutory data collection or monitoring exercises.

#### **Site staff**

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

#### **Accessing results**

##### **Exams officer**

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

#### **Post-results services**

##### **Head of centre**

- Ensures internal appeals procedures are available where candidates disagree with a centre decision:

-not to support an enquiry about results

- not to appeal against the outcome of an enquiry about results

##### **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 collect candidate informed consent and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

##### **Teaching staff**

- Meet internal deadlines to request the services and gain relevant candidate informed consent
- Identify the budget to which fees should be charged

##### **Candidates**

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

#### **Analysis of results**

##### **Senior Leader**

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the secondary school performance tables September checking exercise

#### **Certificates**

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

##### **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 ID evidence on collection of certificates

## **11.0 Review: Roles and responsibilities**

**Exams officer**

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

**Senior leaders**

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

**12.0 Retention of Records****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

Records will be kept in line with JCQ and awarding body requirements, including:

- Invigilation logs, seating plans, access arrangement evidence, and records of any malpractice retained until the published deadline for appeals has passed.
- Internal assessment and moderation records retained until the awarding body confirms results are final.
- Certificates retained securely for at least 12 months if not collected by candidates.

**13.0 Extra Policies****Beyond the scope of this policy**

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

- Child protection policy
- Data Protection policy
- DBS Policy
- Conflict of Interest Policy
- Word Processor Policy (Exams)
- AI Use and Assessment Integrity Statement

**8.0 Review**

Date Written: June 2023

Reviewed: July 2025

Review Date: July 2026

END