



Examinations Policy and Procedure

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Responsible Committee	<i>Curriculum and Pastoral Committee</i>
Date Approved	<i>July 2023</i>
Review Date	<i>Feb 2024</i>
Target Audience	<i>Staff/ Parents/ Students/ Governors</i>
Version Control	<i>1.0</i>

Head of Centre:..... Exams Officer:.....

Sign..... Sign.....

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The Policy Purpose

The purpose of this exam policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates and fully in accord with the public exam regulations.
- to ensure the operation of an efficient exam system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.

It must be noted that the School must fully comply at all times with the JQC regulations/exam board regulations. Nothing in this Policy and Procedures is to be taken to state or suggest otherwise.

The exam policy will be reviewed annually.

The exam policy will be reviewed by the Head Teacher, Senior Leadership Team and Exams Officer.

Exam responsibilities

SLT Lead

To oversee whole exam procedures and policy and to ensure full compliance with exam board regulations.

Exams Officer

- Leading and managing all aspects of the administration of examinations in accordance with exam board Regulations.
- Instructing and briefing Lead Invigilator in school procedures. Lead Invigilator would then train and manage other invigilators and ensure sufficient cover for all examinations.
- Monitoring the invigilation process.
- Exam entries.
- Keeping up-to-date with all changes to the regulations and briefing SLT and staff.
- Raising all concerns with SLT and Head Teacher.
- Training of exams-officer deputies and admin staff, appropriate.

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Teachers

- Notification of access arrangements requirements (as soon as possible after the pupils begin their courses). "Access Arrangements" allow candidates/learners with special educational needs, disabilities or temporary injuries to access the assessment without changing the demands of the assessment. For example, readers, scribes and Braille question papers.
- Submission of candidates' names to Heads of Department for Exam entries and Coursework Marks.

The SEN Coordinator SENCo

- Identification and testing of candidates, requirements for access arrangements.
- Provision of additional support - with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment - to help candidates achieve their course aims.
- Liaison with Exams Officer and organise rooming for access arrangement candidates.
- Processing access arrangement and modified paper applications with supporting documents to before the deadlines. (SENCo needs to submit the applications to the Exam Boards for approval. According to the JCQ Access Arrangement booklet 2014/2015 " The SENCo, fully supported by teacher staff and members of the senior leadership team, must lead on the access arrangement process within his/her centre".)

Lead invigilator/Invigilators

- Assisting the exams office in the efficient running of the exams according to JCQ regulations.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Safe keeping and processing of all exam papers and associated exam documents at end of exam.
- Collection of all exam papers in the correct order at the end of the exam and their return to the exams office.
- Accurately completing the attendance register.
- Reporting to Exams Officer any form of malpractice.
- Checking identification of pupil – including photo identification of external candidates.

Candidates are responsible for:

- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.
- Reading and understanding JCQ Warning Notices.
- Full compliance with exam regulations.

Qualifications

Qualifications offered

The qualifications offered at this centre are decided by the Head Teacher and Senior Leadership Team.

The current qualifications offered are GCE, GCSE, Cambridge Nationals, Cambridge Technicals and BTEC. (This may vary as examinations change and cohorts change.)

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year/School website. If there has been a change of specification from the previous year, the Exams Officer must be informed by the SLT Lead.

Informing the Exams Officer of changes to a specification is the responsibility of the Heads of Faculty and Heads of subject via the SLT Lead.

Decisions on whether a candidate should not be entered for a particular subject will be taken in consultation with the Subject teachers and must not take place without authorisation in writing from the SLT Lead.

Exam series and timetables

Exam seasons

Internal exams and assessments (Mocks) are scheduled at times throughout the year, e.g. December and July.

External (public) exams and assessments are scheduled in May and June. (These times may vary due to changes by the exam boards.)

BTEC exams may be scheduled in January, March, May and June. BTEC on screen on demand exams may take place throughout the academic year (when required "on demand"). Internal exams (Mocks) are held under external exam conditions.

The Head Teacher/SLT Lead decides which exam series are used in the centre.

Timetable

Once confirmed, the Exams Officer will circulate the exam timetable for Internal exams (Mocks) and External (public) exams.

Entries, entry details and late entries

Candidates are selected for their exam entries by virtue of following the examination course. The level of entry will be determined by the head of Faculty/Department after approval by the SLT Lead.

Candidates or parents/carers can request a subject entry, change of level or withdrawal, but the decision will be taken by the school after approval, in writing, by the SLT Lead.

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The centre accepts entries from former candidates, only after agreement by the Head Teacher. The centre does not act as an exam centre for other organisations (unless agreed by the Head Teacher).

Entry deadlines are circulated to Heads of Department by the Exams Officer via Email/Exams Calendar. The Exams calendar listing key dates and internal deadlines is issued by Exams Officer in October of each academic year.

Late entries are authorised by Heads of Faculty and Heads of Department through, in writing, the SLT Lead. The candidate is informed of the change via issue of amended timetable.

GCSE retakes are allowed only with agreement of SLT Lead after consultation with respective subject teachers.

This applies to all external (public) exams.

Pupils/students or their parents may not self-enter and may not enter if not following the school's lessons, without authorisation in writing from the SLT Lead.

Exam fees

Candidates or departments will not be charged for changes of tier or withdrawals following the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies, otherwise candidates or departments may be charged. ** Please note that currently, as per SLT Lead's instructions, any resits/amendments requested by a teacher to enhance candidate grades is paid by the Centre after authorisation by the SLT Lead.**

GCSE entry exam fees are paid by the Centre providing the pupil is following the subject in lessons at school or is authorised by the SLT Lead, e.g. 'home languages'.

This applies to all external (public) exams.

Late entry or amendment fees are to be authorised by the SLT Lead.

Fee reimbursements are sought from candidates who decide not to sit an exam after the late entry/withdrawal deadline has passed or who fail to sit an exam or do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.

Re-sit fees are paid by the candidates, unless the school/ SLT Lead authorises these.

Disability Discrimination Act

All exam centre staff must ensure that meet the requirements of the Disability Discrimination Act 1995 (DDA), extended in 2005, and the Disability Equality Duty (DED), introduced in 2006.

The DDA introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act give protection to disabled people in the areas of employment and education.

'A person has a disability for the purposes of the DDA if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.

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The centre will meet the disability provisions under the DDA (or the Equality Act 2010 once in force), by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the Head of Centre.

Access arrangements

The SENCo will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. The SENCo can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.

A candidate's access arrangements requirement is determined by the SENCo (according to the exam board's regulations).

Making access arrangements for candidates to take exams is the responsibility of the SENCo. Submitting completed access arrangement applications to the awarding bodies is the responsibility of SENCo (the main responsibility lies with SENCo – Exam Officer can assist) working with the SENCo, or as according to current exam board regulations. "ideally, the SENCo will also be the in-house specialist assessor and will thus assess candidates, process application on-line and hold the evidence for inspection purposes for GCSE and/or GCE qualifications."

Rooming for access arrangement candidates will be arranged by the SENCo with the Exams Officer.

Invigilation and support for access arrangement candidates will be organised by the SENCo with the Exams Officer.

Contingency planning

Contingency planning for exams administration is the responsibility of the Senior Leadership Team, (in particular, SLT Lead).

Private candidates

If they are agreed by the SLT Lead they fall under usual arrangements.

They must be clearly identified and photo ID is required.

They are required to pay the full entry fees.

Oversight of the private candidates is the responsibility of the SLT Lead.

Estimated grades

The Head of Department is responsible for submitting estimated grades to the Exams Officer when requested by the Exams Officer.

Managing invigilators

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Managing invigilators is the responsibility of Lead Invigilator. This is overseen, quality-assured and monitored by the Exams Officer.

External staff and Agency employees are often used to invigilate examinations.

These invigilators are often used for Internal exams (mocks) and External (public) exams.

Recruitment of invigilators, including the Lead Invigilator is the responsibility of the Exams Officer following guidance of and approval by the Deputy Head, the SLT Lead and the Head Teacher.

Securing the necessary Criminal Records Bureau (CRB) (now known as the Disclosure and Barring Service (DBS)) clearance for new invigilators is the responsibility of Exams Officer following the guidance of and approval by the Deputy Head or the agency from which they are hired, again after approval by the Deputy Head.

DBS (CRB) fees for securing such clearance are paid by the invigilator (or the agency from which they are hired.)

Invigilators are timetabled and briefed by the Exams Officer and Lead Invigilator.

Invigilators' rates of pay are set by the school or in agreement with the relevant employment agency.

Malpractice

The Head of Centre is responsible for investigating suspected malpractice.

Exam days

The Exams Officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.

Site management is responsible for setting up the allocated rooms (having been given guidance by Exams Officer).

The Lead Invigilator or Exams Officer will start all exams in accordance with JCQ guidelines. (*According to JCQ guidelines "The senior member of staff may also commence the examination but must not advise candidates on which section of the paper and which particular questions they should attempt.")

Only if agreed by Head Teacher Senior Member of staff may be present at the start of the exam before public exam papers are opened and placed on pupil desks.

(Arrangements must always be fully in accord with exam board regulations to assist with identification of candidates but must not advise on which questions or sections are to be attempted.)

In practical exams subject teachers may be on hand in case of any technical difficulties. Exam papers must not be read by Senior Member of staff or removed from the exam room except by the Exam Officer or Lead Invigilator under the instruction of the Exams Officer. Once the Exam is over, the papers will be distributed to heads of department according to JCQ regulations.

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Exam Board regulations must be strictly followed at all times.

Candidates

The exam board's published regulations and the centre's published rules on acceptable dress, behaviour and candidates use of mobile phones and other electronic devices apply at all times.

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Exams Officer or Lead /Senior Invigilator.

Note: candidates may only leave the exam room for a genuine purpose and are required to return immediately to the exam room. They must be accompanied by an invigilator at all times (in accordance with exam board regulations).

The Achievement Director/ Head of Year/Head of Department (in conjunction with the Exams Officer) is responsible for handling late or absent candidates on exam day or subsequently.

Clash candidates

The Exams Officer /Lead Invigilators/Senior Invigilators will be responsible as necessary for supervising escorts. Overnight Supervision is to be determined by SLT Lead. (According to JCQ "your head of centre must be satisfied of any arrangement for overnight supervision of candidate where necessary and accepts full responsibility for the security of the examinations throughout.")

Special consideration

Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the exams Officer, or the exam invigilator, to that effect.

The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example by providing a letter from the candidate's doctor.

The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

Internal assessment and appeals

Internal assessment replaces the largely discontinued term coursework

It is the duty of Heads of Department to ensure that all internal assessment is ready for despatch at the correct time and handed to the Exams Officer for this purpose. The Exams Officer will assist by keeping a record of each despatch, including the recipient details and the date and time sent.

Marks for all internally assessed work and are provided to the Exams Officer by the Heads of subject.

Appeals against internal assessments

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The process for managing appeals against internal assessments is detailed in a separate appeals policy, available from the exams office.

Results

Results, enquiries about results (EARs) and access to scripts (ATS)

Candidates will receive individual result slips on results days, in person at the centre. If, candidate is unable to collect personally then they can be collected by someone else on his/her behalf providing they bring a signed letter from the candidate authorising them to do so. The signed letter is to be kept by the School and filed safely by the Exams Officer. Slips not collected are posted to the candidate's address held on our database.

Arrangements for the centre to be open on results days are made by the SLT Lead.

The provision of staff on results days is the responsibility of the SLT Lead.

Enquiries About Results (EARs)

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested.

If a result is queried by the Centre staff then, then the Head of Centre will investigate the feasibility of asking for a re-mark at the centre's expense.

A candidate may apply to have an enquiry carried out. Please see JCQ Post Results Services guidelines below:

“6.4.4 All requests **must** be submitted (and thus supported by the centre) either by the head of centre or an authorised member of centre staff. A private candidate may submit a request directly to the relevant awarding body. Awarding bodies will **not** accept applications submitted by any other individuals, e.g. by candidates entered through a centre or by parents.

6.4.5 Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

6.4.6 **Candidates must provide their written consent for clerical checks and post-results reviews of marking (see section 6.2, page 6, on candidate consent)."**

Access to Scripts

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Please see JCQ Post Results Services guidelines below:

"8.2 Conditions of Access to Scripts (ATS) service

Awarding bodies will only release scripts to centres under the following conditions:

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8.2.1 Scripts **must** only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates.

8.2.2 Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, **prior written permission must be obtained from the candidates concerned. This permission must be sought only after the candidates have received their results for the respective examination series.** Candidates who grant their permission have the right to anonymity of their scripts before use.

A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is attached as Appendix B, page 17. Written consent from the candidate is also acceptable by e-mail.

8.2.3 A candidate has the right to instruct their centre not to request their scripts. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. GCSE re-marks cannot be applied for once a script has been returned.

8.2.5 Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results"

Certificates

Certificates are presented in person.

Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised by the candidate to be issued to someone else on their behalf. This authorisation will be required in writing and photo identification will be required. Certificates are not withheld from candidates who owe fees.

The centre retains certificates for 12 months from date of certificate. [We are only obliged to hold them for one year after which time it will be securely destroyed. Course work/controlled assessment is kept until all the Enquiries about results and appeals deadline has passed and in accord with the exam board regulations. This is normally up to November each year.]

Outlining staff responsibilities - GCSE controlled assessment

The Senior Leadership Team Lead

- Is accountable for the safe and secure conduct of controlled assessments. Ensure assessments comply with JCQ guidelines and awarding bodies' subject-specific instructions.
- At the start of the academic year, begins coordinating with heads of department/subject to schedule controlled assessments. (It is advisable that controlled assessments be spread, as appropriate, throughout the academic years of key stage 4).
- Maps overall resource management requirements for the year. An aspect of this is to resolve:
 - clashes/ problems over the timing or operation of controlled assessments,

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- issues arising from the need for particular facilities (rooms, IT networks, time out of school etc.)
- Ensure that all staff involved have a calendar of events.
- Creates, publishes and updates an internal appeals policy for controlled assessments.

Heads of Department/Faculty

- Ensure that the teachers and candidates are fully aware of the exam board regulations and requirements, and that these are complied with.
- Recommends the awarding body and specification for a particular GCSE. SLT Lead gives authorization.
- Standardise internally the marking of all teachers involved in assessing an internally assessed component.
- Ensure that individual teachers understand their responsibilities with regard to controlled assessment.
- Ensure that individual teachers understand the requirements of the awarding body's specification and are familiar with the relevant teachers' notes, and any other subject specific instructions.
- Where appropriate, develop new assessment tasks or contextualise sample awarding body assessment tasks to meet local circumstances, in line with awarding body specifications and control requirements.

Teaching staff

- Understand and comply with the general guidelines contained in the JCQ publication *Instructions for conducting controlled assessments*.
- Understand and comply with the awarding body specification for conducting controlled assessments, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website.
- Supply to the exams office details of all unit codes for controlled assessments.
- Obtain confidential materials/tasks set by awarding bodies in sufficient time to prepare for the assessment(s) and ensure that such materials are stored securely at all times.
- Supervise assessments (at the specified level of control). Undertake the tasks required under the regulations, only permitting assistance to students as the specification allows.

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- Ensure that students and supervising teachers sign authentication forms on completion of an assessment.
- Mark internally assessed components using the mark schemes provided by the awarding body. Submit marks through the exams office to the awarding body when required, keeping a record of the marks awarded.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion, retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the Centre.
- Ask the appropriate special educational needs coordinator (SENCO) for any assistance required for the administration and management of access arrangements.

Exams Officer

- Enter students for individual units, whether assessed by controlled assessment, external exam or on-screen test, before the deadline for final entries.
- Enter students' 'cash-in' codes for the terminal exam series.
- Where confidential materials are directly received by the exams office, to be responsible for receipt, safe transmission (logged out to relevant HOD/HOF), whether in CD or hard copy format. The Department ensures safe storage at all times after receipt.
- Distribute marksheets for teaching staff to use, and collect and send marksheets to awarding bodies before deadlines.

Special Educational Needs Coordinator

- Ensure access arrangements have been applied for.
- Work with teaching staff to ensure requirements for support staff are met.

Procedure for Emergency Evacuation of the Classroom as Exam Room

In the event of a Fire Alarm please instruct the candidates to stop writing (if using computers should log off), remain silent in the exam room. Note the time.

All students together with the Scribes and Readers (if any) will leave the exam room without any materials, one row at a time and wait in the playground, **supervised at all times**. The invigilators will ensure that they do not communicate in any way.

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(See general fire evacuation procedures to see further details on muster-point etc. Exam regulations for evacuation are that candidates leave everything where it is and evacuate the room safely. Invigilators should take the attendance registers with them to ensure that all candidates are present. There should be no communication between candidates and they must be fully supervised at all times.)

The invigilators will collect the attendance register and lock the examination halls/rooms.

After the situation is in control, the students will then re-enter the exam room, again, one row at a time and once settled will re-start the exam. The remaining exam time will be given.

Special consideration will be applied for.

The procedure below is designed by Laurel Park School – If a room needs to be evacuated then we must keep candidates apart and supervised so that they do not communicate in any way.

Procedure for Emergency Evacuation of the Exam Room (Sports Hall and Gym)

In the event of a Fire Alarm, it is a priority of SLT Lead/Exams Officer to clarify to the invigilators the cause of any alarm and whether evacuation is required.

In the meantime candidates are instructed to stop writing, remain silent in the exam room and await instructions. Time is noted.

The Lead Invigilator waits near the fire exit door of the Sports Hall/Gym awaiting instructions from SLT Lead/Exams Officer . The instructions may be in person by knocking at the Fire exist door and informing the Lead Invigilator of the situation or by radio.

If the interruption has been a false alarm, candidates are instructed to re-start the exams. The remaining exam time is given to them.

If it is not a false alarm and the instructions are to vacate the room then:

- a) All students will leave the exam room without any materials- except registers - one row at a time and wait in the playground, supervised at all times. The invigilators will ensure that they do not communicate and stay apart.
- b) The SLT is to assist to ensure no communication takes place between the pupils.
- c) Invigilators must take the registers with them. Lead Invigilator must be the last one to leave the room.
- d) After the situation is in control, the students will then re-enter the exam room, again, one row at a time and once settled will re-start the exam. The remaining exam time will be given. The SLT to assist.
- e) Invigilators to make a note of time of the interruption and how long it lasted
- f) Allow the candidates the full working time set for the examination
- g) Special consideration will be applied.

Policy for Internal and External Appeals Procedure Relating to Coursework and Controlled Coursework Grading

Internal appeals procedure should be widely available to all pupils (e.g. on website).

See new suggested template from JCQ (attached).

As part of GCSE and GCE course it is extremely likely you will have some part of your complete course grade assessed through a coursework/controlled coursework mark and not just external public examinations. These coursework or controlled coursework units are either assessed:

INTERNALLY by the subject teacher and department, (Centre Assessed Work).

(Even after the subject teacher has marked the work internally, the work will be sent to an external exam board moderator who will check the quality of the Department's marking procedures. At this point the exam board can still override the departmental marking and adjust marks up or down.)

Or

EXTERNALLY by an exam board appointed moderator. In this case your subject teacher will play no part in assessing the work.

It is important that you understand how each unit will be assessed and what the procedures are:

Internal Policy for Moderation of Centre Assessed Work

- Subject teachers will advise students of internally set dates by which they must have completed and handed in their coursework/ controlled coursework for marking. Students should be aware that failure to comply with this date may mean that their work may not be marked and that they may lose all marks for this component. Extensions to the set deadline must be made to the subject teacher in person not less than 4 school days before

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the deadline. Extensions to this deadline are at the discretion of the Head of Dept, in agreement/accordance with the SLT Lead.

- All subject teachers will ensure that centre assessed work is subject to internal moderation. This means your subject teacher will discuss the work with a colleague who may also re-mark a sample of the work to ensure consistent marking standards are applied.
- Marks will be released to students once moderation has taken place. This is the first possible stage where a student can formally appeal against the marking of their work (Stage 1) and then only on the basis that when marks are released the student is aware that these are subject to external moderation and still may as a result be confirmed, raised or lowered.

The exam board will ask the centre to send all or a sample of the marked work for further moderation. In this way a student's work may actually be marked three times to ensure all the marking is accurate, fair and consistent.

Externally Assessed Units

- Actual final marks will be known on results day. This is (Stage 2). Students have two points at which they can raise concerns which may or may not result in an appeal: at stage (1) and stage (2) shown above. At stage (1) they should follow Procedure A below and stage (2) the concern will be treated as an Enquiry About Results and they should follow Procedure B.
- Students may also want to raise an enquiry about the results of any mark awarded following release of results on results day. Procedure B should be followed in these cases, however see your Head of Department first in such cases.

If you are in any doubt or have any questions on these matters please do not hesitate to talk to any of the teaching staff,, the Exam Officer or the SLT Lead.

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Procedure A

APPEALS PROCEDURE FOR STUDENTS FOLLOWING RELEASE OF CENTRE ASSESSED MARKS

Please note that the grounds for appeal would be against the process and does not against the marking judgements.

Any student who is unhappy with the process of an internal assessment should follow the procedure below:

1. Contact subject teacher immediately in person to discuss mark and raise concerns. (This discussion does not form part of the formal appeals procedure.)
2. Following the above discussion if concerns cannot be resolved, the student should lodge an appeal in writing (within 1 week of issue of internal assessment decision) to the subject Head of Department (HOD) or subject teacher's Line Manager (LM) (if the subject teacher is the HOD). The appeal should be in writing and state the full details of the complaint and the reasons for the appeal. It should be signed and dated by the student.
3. Upon receipt of a written appeal the HOD or LM will provide a copy of the appeal to the subject teacher who made the assessment and request a written response from them to appeal. A copy of which will be sent to the student.
4. The HOD will carry out a review of the assessment and respond in writing to the student. Response to be issued within 1 week of receipt of written appeal.
5. If the student is not happy with the written response received, the appeal will be subject to a personal hearing. The student will be informed of the hearing date; at least 3 days' notice will be given. The student will be provided with a copy of all relevant documents (e.g. the assessments made). The student may present his/her own case and will be allowed to be accompanied by a (single) carer/friend. The subject teacher and student will have the opportunity to hear each other's submission to the panel at the hearing. The panel will comprise of a member of the school's Leadership Group and a Governor who have not previously been involved with the appeal.
6. The decision from the hearing will be made in writing to the candidate within 2 days of the date of the hearing. This decision will be final.

A written record of all appeals will be kept by the school and maintained by the Exams Officer.

The Exams Officer will inform the Awarding Examination body if required.

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Procedure B

APPEALS PROCEDURE FOR STUDENTS FOLLOWING RELEASE OF MARKS FROM THE AWARDING BODIES "ENQUIRIES ABOUT RESULTS" (EARs)

Any student who is unhappy with a mark awarded from an awarding body upon issue of results should follow the procedure below.

1. Contact subject teacher / head of sixth form (in case of GCE results) as soon as possible but no later than 3 days before the published deadline for Enquiries about Results in person to discuss marks. The Exams Officer will advise on the options/services available and the costs involved.
2. If subject teacher/head of sixth form agree to support the enquiry, the request application together with the students consent and the relevant payment should be made to the Exams Officer before the published deadline.
3. If the school (i.e. subject teacher/head of sixth form) does not support the enquiry, the student may still proceed **in some cases** with the enquiry. Request application together with the student's consent should be made to the Exams Officer and the relevant payment should be made to the School before the published deadline.

Post results review or moderation of coursework component is not available to individual candidates.

4. If the Enquiry is successful i.e. the grade changes then the fee will be refunded to the student.
5. Outcomes following EARs will be made known to the students by the Exams Officer as soon as they have been received from the Awarding Bodies.

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Risk Assessment for the Exam Process

Risk	Early warning	Control to prevent	Control to resolve
Invigilator does not turn up	Phone Call	Invigilator timetables – Organised by Lead Invigilators	On busy days get Agencies to have standby invigilator(s)
Fire alarm goes off			Ensure invigilators are aware of policy. SLT to assist in maintaining security of exam. Allocate specific area for exams.
Student taken ill during exam			Invigilator aware of policy, first aider on call. Special Consideration for all students.
Bad weather or transport problems	Weather report	Possible delay to start of exam	Delay start, contact AB, isolation of candidates if late and hold staggered sessions if necessary. Special Consideration
Students do not turn up for exam		Student timetables and information from subject teachers	Exam Officer to ensure home phoned; Office to support. Consider seating elsewhere if appropriate.
Students turn up who are not entered, but should have been entered		Subject teachers/HODs ensure entry checklists are correct	Find a paper, seat them, amend attendance list and make entry. Charge late fee to department. Inform SLT Lead. If recurring problem refer to SLT.
Cheating in the room	Invigilator reports problem	Warning to candidate and information from tutor	Invigilator aware of policy, SLT on-call to deal with malpractice issue. Exams Officer to be contacted. Invigilator to record nature of incident and report to Exams Officer.
Disruption in the room	Invigilator reports problem	Warning to candidate and information from tutors. Information from tutors to Exams Officer re. problem students in order to isolate.	Invigilator aware of policy, SLT on-call to deal with malpractice issues.
Late arrivals	Phone call or just turn up late	Candidate timetable and information from tutors	Invigilator aware of policy. Complete Late arrivals form.

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Risk	Early warning	Control to prevent	Control to resolve
Exams Officer late or otherwise absent	Phone call	Regular meetings with SLT Lead line manager. (Exams Officer to liaise with Deputy Head re. Exams Officer Deputy/ies.)	SLT Lead to liaise with Lead Invigilator
EO leaves/long term sick	Notification from EO	Regular meeting with SLT Lead line manager.	SLT Lead to liaise with Lead Invigilator
Curriculum model changes	Government white paper. Information from DfE /QCA, and AB's	SLT and HoFs/HoDs to remain up-to-date.	Planning and Action Plan to implement changes. Review of job descriptions
Damage to office		Regular premises checks	Contact Business Manager
System failure or power cut			Contact Operations/Business Manager. Contact Awarding Body to inform entries will be late.
Receiving inaccurate or late entry information		Subject teachers/HODs ensure entry checklists are correct and on time.	Charge late fee to department. Inform SLT Lead. If recurring problem see SLT.
Change of syllabus and no notification	Pre-release material does not arrive. Materials arrive that are not expected.	Subject teachers/HODs ensure entry checklists are correct.	Contact Awarding Body.

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Risk	Early warning	Control to prevent	Control to resolve
HOD long term sick or leaves	Resignation or sick note.		Replacement to be nominated.
AB communications systems fail	Papers do not arrive, on-line systems incorrect, difficult to contact by telephone.		Contact JCQ. Give extra time for checking.

Risk Assessment Form (for examination procedures)

	Activity	Adverse occurrence /dependency	Adverse outcome	Likelihood 1 - 3	Severity 1 - 3	Level of risk (LxS)	Control measures	Person responsible	Results
1	Absence of Exams Officer (EO) due to illness on exams day	EO has keys to exam store, is aware of seating plans, clashes, any special requirements	Exam papers unavailable, delayed start	1	3	9	Duplicate set of keys held by Deputy Head in Finance Office safe	<ul style="list-style-type: none"> • Head of Centre • SLT Lead • Deputy Head 	
2	Computer malfunction	Exam entries, amendments cannot be made by EDI	Exam Board deadlines cannot be made	2	3	6	Notify IT Manager; ensure adequate supplies of paper entry sheets	<ul style="list-style-type: none"> • Exam Officer • Head of Centre • SLT Lead 	

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3	Fire during examination	Evacuation of room	Lives endangered, exam scripts spoiled	2	3	6	Invigilators are aware of fire procedure; Adequate fire alarms	<ul style="list-style-type: none"> • Exam Officer • Head of Centre • SLT Lead • Deputy Head 	
4	Fire in sports hall, cannot use for exam	All main exams held in here - seats 260	Insufficient exam rooms may violate JCQ rules	2	3	6	Adequate fire alarms Contingency plans for spare rooms	<ul style="list-style-type: none"> • Premises Manager • Exam Officer • Head of Centre 	
5	Non-receipt of exam papers	Unable to hold exam - delayed start	Delays and upset to students	1	3	3	Check paper receipt well in advance - contact exam boards in good time	<ul style="list-style-type: none"> • Exam Officer • Lead Invigilator • SLT Lead 	
6	Human error	Candidates entered for incorrect tier	Affects student grade	3	3	6	Check of procedures by student (statement of entry) and staff (exam candidate lists) should avoid this	<ul style="list-style-type: none"> • Exam Officer • Head of department • SLT Lead • Student 	