



# FERRYHILL SCHOOL

## EXAM POLICY

## PURPOSE OF THE POLICY

Ferryhill School is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This exam policy will ensure that:

- all aspects of the centre's exam process are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- 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 according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them

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

This policy will be communicated to all relevant centre staff.

Policies are shared with exam and invigilator staff at the annual training, and shared with wider staff as part of the school policy updates every year.

## ROLES AND RESPONSIBILITIES OVERVIEW

### HEAD OF CENTRE

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - [General Regulations for Approved Centres \(GR\)](#)
  - [Instructions for Conducting Examinations \(ICE\)](#)
  - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
  - [Suspected Malpractice - Policies and Procedures \(SM\)](#)
  - [Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting coursework\)](#)
  - [A guide to the special consideration process \(SC\)](#)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments

## **NATIONAL CENTRE NUMBER REGISTER**

- Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
- Understands that this responsibility 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, and/or the head of centre's declaration, 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

## **RECRUITMENT, SELECTION AND TRAINING OF STAFF**

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification 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
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior leader(s), the examinations officer (EO) and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

## **INTERNAL GOVERNANCE ARRANGEMENTS**

### **ESCALATION PROCESS**

In the event the Head of School (K. McCluskey) with line management responsibilities for examinations is absent, the Executive Head (K. Brennan) would fill in these responsibilities.

## **DELIVERY OF QUALIFICATIONS**

- Delivers qualifications, as required by the awarding body, 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 reasonable adjustments for disabled candidates

- Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned

#### **PUBLIC LIABILITY**

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

#### **SECURITY OF ASSESSMENT MATERIALS**

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
  - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders)
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- 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 publication Instructions for conducting examinations
- Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- Obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
- Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or

maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately

- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)

## ARTIFICIAL INTELLIGENCE

Students complete their exams and other assessments (for example PSAs) under close staff supervision with limited access to authorised materials and no permitted access to the internet. The delivery of these assessments will be unaffected by developments in AI tools as students will not be able to use such tools when completing these assessments. There are some assessments in which access to the internet is permitted in the preparatory, research or production stages. The majority of these assessments will be Non-Examined Assessments (NEAs) for General Qualifications, coursework and internal assessments.

In accordance with section 5.3(j) of the JCQ General Regulations for Approved Centres (<https://www.jcq.org.uk/exams-office/general-regulations/>), we will ensure our students submit work for assessments which is their own. This means both ensuring that the final product is in their own words, and isn't copied or paraphrased from another source such as an AI tool, and that the content reflects their own independent work. Our students are expected to demonstrate their own knowledge, skills and understanding as required for the qualification in question and set out in the qualification specification. This includes demonstrating their performance in relation to the assessment objectives for the subject relevant to the question/s or other tasks students have been set.

If students were to use Artificial Intelligence, they will reference the source in their work.

## EXAM CONTINGENCY PLAN

This plan examines potential risks and issues that could cause disruption to the management and administration of the exam process at Ferryhill School. By outlining actions/procedures to be followed in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

Alongside internal processes, this plan is informed by information contained in the **Joint contingency plan for the examination system in England, Wales and Northern Ireland** where it is stated that "Centres should prepare plans for any disruption to examinations as part of their general emergency planning. It is important to ensure that relevant centre staff are familiar with the plan. Consideration should be given as to how

these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.”

## **CAUSES OF POTENTIAL DISRUPTION TO THE EXAM PROCESS**

### **1. RAAC**

Ferryhill School main site has been significantly affected by RAAC since September 2023. Due to this extra contingency plans have been put in place for the Summer 2024 exam season. If the main school site is not accessible in the run up to the Summer Exams, our Exams Officer will complete and submit an Alternative Site form to the JCQ 6 weeks prior to the start of the first exam. Our upper school site (Gateway, Coulson Street, Spennymoor, DL16 7RS) will be used as an alternative site for the GCSE and BTEC exams to take place.

The secure store at our main school site will still be used to store the exam papers, our exams officer will ensure these are signed for, checked, logged and then locked in the secure store and upon receipt.

For exam days the papers will be signed out of the secure store following a second pair of eyes check with a member of Senior Leadership and the Exams Officer. They will then be transported in their sealed packs by the Exams Officer with a member of Senior Leadership following in a separate vehicle. The packs will remain unopened until they are at our Gateway Site at Spennymoor.

### **2. EXAM OFFICER EXTENDED ABSENCE AT KEY POINTS IN THE EXAM PROCESS**

The department is structured with an Exams Officer, a lead invigilator and overseen by the Head of School.

In a period of extended absence, the Head of School Kate McCluskey would take responsibility for carrying out the duties of the Exams Officer supported by the Exams officer, Karen Lind, at Woodham Academy and would work in consultation with the Executive Head of School. (Appropriate back-filling of responsibilities would then be decided upon by the lead invigilator. All members of the invigilating team regularly receive training and colleagues involved in the administration of key processes are trained on how to carry out processes and who to contact in extreme circumstances.

### **3. SENCO EXTENDED ABSENCE AT KEY POINTS IN THE EXAM CYCLE**

In the event of the extended absence of the SENCo, appropriate back-filling of responsibilities would be completed by the Head of School, Kate McCluskey.

### **4. TEACHING STAFF EXTENDED ABSENCE AT KEY POINTS IN THE EXAM CYCLE**

In the event of a period of extended absence of a member of the teaching staff, the Director of Learning for the curriculum area would arrange teaching cover from within the staff team and/or the wider staffing establishment at Ferryhill School. New staff providing cover would be briefed as part of their induction process on arrangements for assessment and examinations. Their practice in terms of assessments would be monitored by the Director of Learning.

#### **5. INVIGILATORS - LACK OF APPROPRIATELY TRAINED INVIGILATORS OR INVIGILATOR ABSENCE**

New invigilators undergo training by the Exams Officer and SENDCO and complete a period of shadowing, following appointment. They are permitted to work independently once they, and the Exams Officer are happy that they are competent and confident in processes and procedures. Annual training sessions are held in February for all invigilators in order to refresh their knowledge and communicate JCQ regulation changes and update local information. Ferryhill School retains a pool of approximately 15 invigilators. When invigilators resign/retire from the pool, recruitment procedures are begun. Within Ferryhill staff, support colleagues are required to assist during main exam sessions (mainly GCSE English and Mathematics) and are trained by the Exams Officer with regard to their responsibilities and duties. Minor absence issues (such as an invigilator calling in sick) are covered by a member of the Exams team or attempts are made to contact another invigilator from the pool.

#### **6. EXAM ROOMS - LACK OF APPROPRIATE ROOMS OR MAIN VENUES UNAVAILABLE AT SHORT NOTICE**

The majority of exams are accommodated in the Sports Hall, Assembly Hall and standard size classrooms/ICT suites and the exam team works closely in order to utilise rooms effectively.

#### **7. FAILURE OF ICT SYSTEMS**

Ferryhill School endeavors to minimise any ICT disruption via resilient design and preventative maintenance. In the event of an issue this would be dealt with the ICT support team who test and update the systems on a regular basis. Where such failure impacted on scheduled exams, steps would be taken to resolve the problem as quickly as possible.

#### **8. CENTRE UNABLE TO OPEN AS NORMAL DURING THE EXAMS PERIOD**

In the event of the Centre not being able to open as normal, appropriate communication with the relevant Awarding Bodies would be undertaken by the Exams Officer and alternative options would be explored such as moving exams to an external location (such as leisure centres, hotels, local schools, etc. and appropriate transport arrangements would be made). All arrangements would be agreed with the Awarding Body before being put in place. In such instances, details would be communicated to

candidates via the school's website, email and text facilities. Staff involved in exams (including invigilators) would be contacted by email, telephone and text.

#### **9. CANDIDATES UNABLE TO TAKE EXAMINATIONS BECAUSE OF A CRISIS – CENTRE REMAINS OPEN**

Response is dependent on the type of issue. The procedure for absence is outlined in the examinations notes. A hardcopy is given to all candidates in April of each academic year. If a candidate is able to sit the exam but cannot attend the Centre due to a crisis, appropriate communication with the relevant Awarding Bodies would be undertaken by the Exams Officer and alternative options would be explored (home, hospital, alternative Centre etc.). Appropriate use of Special Consideration policies would be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the Awarding Body.

#### **10. DISRUPTION TO THE TRANSPORTATION OF COMPLETED EXAMINATION SCRIPTS**

All scripts are returned using the designated dispatch methods prescribed by the Awarding Body concerned. Where this becomes unavailable or inappropriate, the Awarding Body will be contacted to discuss suitable alternatives.

#### **11. ASSESSMENT EVIDENCE IS NOT AVAILABLE TO BE MARKED**

In the event of largescale damage or destruction of completed examination scripts/assessment evidence before it can be marked, the Exam Officer would notify the Awarding Body immediately for advice and further instructions. Student marks would be submitted based on appropriate evidence and candidates would be given the opportunity to retake in a subsequent series.

#### **12. CENTRE UNABLE TO DISTRIBUTE RESULTS AS NORMAL**

The Centre distributes the results 'as normal' via collection by learner. Where learners do not collect results in person, these will be distributed via post.

#### **13. COVID-19 CONTINGENCY PLANS**

In light of possible disruption this academic year due to COVID-19, we have made the following arrangements:

- Should the exams officer be unavailable we will share responsibilities with another school within our MAT; Woodham Academy (K. Lind)
- Should the school be unable to open for examinations we will use facilities at Woodham Academy, if possible, or Ferryhill Leisure Centre.
- In the case of alternative site arrangements we would work with the awarding organisations to ensure security of examinations.



## LOCKDOWN POLICY (EXAMS)

This policy details the measures taken at Ferryhill School in the event of a centre lockdown during the conducting of examinations.

A lockdown may be required in the following situations:

- an incident or civil disturbance in the local community which poses a risk
- an intruder on the site with the potential to pose a risk
- local risk of air pollution, such as a smoke plume or gas cloud
- a major fire in the vicinity
- a dangerous animal roaming loose
- any other external or internal incident which has the potential to pose a threat to the safety of exams staff and candidates

Ferryhill School has devised lockdown procedures after consulting GOV.UK [Stay Safe](#) guidance.

With regard to conducting examinations, the focus before, during and after an exam will be:

- the welfare and safety of exam candidates and centre staff engaged in the conducting of examinations
- maintaining the integrity and security of the examinations/assessments process
- how to achieve an effective lockdown
- how to let people know what's happening
- training staff engaged/involved in the conducting of examinations
- stay safe principles (Run, Hide, Tell)

## ROLES AND RESPONSIBILITIES

### HEAD OF CENTRE

- To ensure that a dedicated lockdown alarm tone is in place and recognised by all staff and candidates
- To ensure that all staff involved in the conducting of examinations are trained in how to raise the alarm for a lockdown, act effectively and made aware of their responsibilities
- To arrange appropriate training for all exams-related staff in lockdown procedures
- To ensure that candidates are aware of the procedures relating to a lockdown, particularly those arriving late for an examination who cannot access the exam room due it being locked down

- To ensure that all candidates and staff are aware of an exit point in case an intruder manages to gain access, or the exam room becomes unsafe
- To provide written lockdown procedures for exam room/invigilator use
- To inform the relevant Emergency Services immediately in the case of any potential threat to the safety of exams staff and candidates

#### SENIOR LEADERSHIP TEAM (SLT)

- To have accountability for all exams staff and candidates taking examinations during a lockdown
- To run training/drills for examination candidates on lockdown procedures
- To inform parents/carers about the centre's Lockdown policy in relation to the conducting of examinations
- To have a presence around exam room areas prior to the start of each exam session
- To liaise with the appropriate authorities and awarding bodies regarding candidates taking examinations during a lockdown
- To use the exam room attendance register(s) to compile a list of all candidates not accounted for

#### EXAMS OFFICER

- To train invigilators in the centre's lockdown procedure
- Where safe/possible, to liaise with SLT/invigilators in all exam rooms during a lockdown
- To assist with Lockdown training for staff and students where applicable to the conducting of examinations

#### INVIGILATORS

- To be aware of the centre's lockdown procedure
- To complete attendance registers as soon as possible so candidates can be identified in the event of a lockdown
- Where safe/possible, to communicate with the exams officer during a lockdown to confirm the situation in a particular exam room

#### LOCKDOWN PROCEDURE

##### BEFORE AN EXAMINATION

If a lockdown is required as candidates are entering/waiting to enter the exam room, the following procedure will be employed:

- A member of SLT will be present around exam room areas
- Candidates will be instructed to enter the exam room immediately

- Candidates will be instructed to remain silent, hide under exam desks or sit against a wall/around a corner but not near the door and to ensure mobile phones are on silent and non-vibrate mode
- Where safe/possible, the SLT member will communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
- The exams officer will collate the information from all exam rooms and forward this to the head of centre immediately
- Invigilators will
  - lock all windows and close all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
  - take an attendance register/head count if possible
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room

#### DURING AN EXAMINATION

If a lockdown is required during the exam/when candidates are in the exam room, the following procedure will be employed:

- Invigilators will:
  - tell candidates to stop writing immediately and close their answer booklets
  - collect the attendance register
  - make a note of time when the examination was suspended
  - instruct candidates to remain silent, leave all examination materials on their desks and hide under desks
  - where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on 'silent' mode).
  - lock all windows and close any/all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room

- Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately
- The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services
- If appropriate, where safe/possible, and following centre policy, the exams officer (or invigilators in the absence of the exams officer) will initiate the emergency evacuation procedure
- The exams officer will collect all examination papers and materials for safe/secure storage following advice from the appropriate awarding bodies

#### AFTER AN EXAMINATION

If a lockdown is required after the exam/as candidates are leaving the exam room, the following procedure will be employed:

- Invigilators will:
  - stop dismissing candidates from the exam room
  - instruct candidates who have left the room to re-enter the exam room
  - instruct candidates to remain silent and hide under desks/tables
  - where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
  - lock all windows and close any/all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the exam room
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room
- Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately

#### ENDING A LOCKDOWN

- The lockdown will be ended by either
  - the sound of a defined alarm, or
  - the identification/authorisation of Emergency Service officers/SLT/head of centre entering each exam room
- A specific word or phrase may be used to confirm that the instruction to end the lockdown is genuine

- Invigilators will undertake a head count/register and confirm attendance with the exams officer/SLT
- Where applicable and if advised to do so by SLT/head of centre, and following JCQ guidelines, if there is sufficient time remaining, candidates may restart their examination
- Invigilators will then:
  - ask candidates to return to their desks, remind them they are under formal exam conditions and allow a settling down period
  - allow candidates the full working time remaining to do their examination
  - recalculate the revised finish time(s)
  - tell the candidates to open their answer booklets and re-start their exam
  - amend the revised finish time(s) on display to candidates
  - note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding body/bodies and where relevant, any centre-wide lockdown recording form/log)
- The exams officer will
  - provide a report of the incident for the awarding body/bodies (via the special consideration process or as advised by the awarding body/bodies)
  - safely/securely store all collected exam papers and materials pending awarding body advice/guidance
- Where applicable/possible/available, SLT/exams officer will
  - discuss any alternative exam sittings with the awarding body/bodies
  - offer, arrange and provide support services to staff and candidates
- At the earliest opportunity, SLT/head of centre will prepare a communication to parents/carers advising them of events (including relevant actions and outcomes)
- Where possible, exams staff and candidates will be invited to attend an assembly lead by the head of centre to discuss the lockdown and offer ongoing support
  - If this is not possible, communications will be provided via a centre text/email/newsletter and information uploaded to the centre website

### INTERNAL APPEALS PROCEDURES

#### 1. Appeals against internal assessment decisions (centre assessed marks)

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by staff at Ferryhill School and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Ferryhill School's compliance with the JCQ's General Regulations for Approved Centres 2022-2023 (section 5.13) that the centre will:

- 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 communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

#### DEADLINES FOR THE SUBMISSION OF MARKS

| Date   | Qualification | Details   | Exam series |
|--------|---------------|---|-------------|
| 31 May | GCSE          | Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC) | Summer-24   |

Ferryhill School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

#### NON-EXAMINATION ASSESSMENTS (NEAS)

Ferryhill School ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE, and BTEC qualifications, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Ferryhill School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Ferryhill School will

- ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body

- inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria
- inform candidates that they may request copies of materials (for example, as a minimum, a copy their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
- having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within 14 calendar days
- inform candidates they will not be allowed access to original assessment material unless supervised
- provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be
- provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 14 calendar days of receiving copies of the requested materials by completing the **internal appeals form**
- allow 14 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline
- ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

2. Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Feryhill School's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5.13) that the centre will:

**have available for inspection purposes** and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams by written letter.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

#### REVIEWS OF RESULTS (RORS):

- Service 1 (Clerical re-check)  
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)



This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)

- Service 3 (Review of moderation)

This service is not available to an individual candidate

#### ACCESS TO SCRIPTS (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

- Where a place at college is at risk, consider supporting a request for a Priority Service 2 review of marking
- In all other instances, consider accessing the script by:
  - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
  - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect informed written consent/permission from the candidate to access his/her script
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified]
- Collect informed written consent from the candidate to request the RoR service before the request is submitted
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body]

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-

check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample]

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample]

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least 14 calendar days prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ

publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** (found on page 55) should be completed and submitted to the centre within 14 calendar days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

### EQUALITIES POLICY

See Ferryhill School's Equality Information Policy June 2022.

### COMPLAINTS AND APPEALS PROCEDURE (EXAMS)

This procedure confirms Ferryhill School's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5.3) that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

### GROUNDINGS FOR COMPLAINT

A candidate (or his/her parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

### TEACHING AND LEARNING

- Quality of teaching and learning, for example
  - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - Teacher lacking knowledge of new specification/incorrect core content studied/taught

- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

#### ACCESS ARRANGEMENTS

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

#### ENTRIES

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

## CONDUCTING EXAMINATIONS

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

## RESULTS AND POST-RESULTS

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Ferryhill School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

## HOW TO MAKE A FORMAL COMPLAINT

- A formal complaint should be submitted in writing by completing a **complaints and appeals form**
- Forms are available from Mrs Forster.
- Completed forms should be returned to Mrs S Forster, PA to Executive Head
- Forms received will be logged by the centre and acknowledged within 14 calendar days.

## HOW A FORMAL COMPLAINT IS INVESTIGATED

- The head of centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 2 working weeks

## APPEALS

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing by again completing a **complaints and appeals form]**
- Forms received will be logged by the centre and acknowledged within 14 calendar days
- The appeal will be referred to Chair of Governors (or a special Committee of the Governing body) for consideration

The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

## CHILD PROTECTION/SAFEGUARDING POLICY

Pink booklets located in every office/classroom, updated annually

## DATA PROTECTION POLICY

See Ferryhill Data Protection Policy September 2023.

## ACCESS ARRANGEMENTS POLICY

The purpose of this policy is to confirm that Ferryhill School has a written record which clearly shows the centre is leading on the access arrangements process and is complying with its ...obligation to identify the need for, request and implement access arrangements...

This policy is maintained and held by the SENCo alongside the individual files/e-folders of each access arrangements candidate. Each file/e-folder contains detailed records of all the essential information that is required to be held according to the regulations.

The policy is annually reviewed to ensure that processes are carried out in accordance with the current edition of the JCQ publication Adjustments for candidates with disabilities and learning difficulties - Access Arrangements and Reasonable Adjustments.

The purpose of an access arrangement is to ensure, where possible, that barriers to assessment are removed for a disabled candidate preventing him/her from being placed at a substantial disadvantage due to persistent and significant difficulties. The integrity of the assessment is maintained, whilst at the same time providing access to assessments for a disabled candidate.

The SENCo must ensure that the proposed access arrangement does not disadvantage or advantage the candidate.

Arrangements must always be approved before an examination or assessment.

The arrangement(s) put in place must reflect the support given to the candidate in the centre.

The candidate **must** have had appropriate opportunities to practise using the access arrangement(s) before his/her first examination.

The Access Arrangements Policy further covers the assessment process and related issues in more detail.

## THE ASSESSMENT PROCESS

Assessments are carried out by an assessor(s) appointed by the head of centre. The assessor is appropriately qualified as required by JCQ regulations.

## THE QUALIFICATION(S) OF THE CURRENT ASSESSOR(S)

- Julia Dixon (EP) – qualification found in AA folder
- Lynn Siddle – Independent Assessor

## APPOINTMENT OF ASSESSORS OF CANDIDATES WITH LEARNING DIFFICULTIES

At the point an assessor is engaged/employed in the centre, evidence of the assessor's qualification is obtained and checked against the current requirements in [AA](#). This process is carried out prior to the assessor undertaking any assessment of a candidate.

## CHECKING THE QUALIFICATION(S) OF THE ASSESSOR(S)

The Head of Centre will check and take copies of the relevant qualifications of any assessor at the point of engagement/employment and hold a copy in the secure safe AA file.

A copy will also be kept in the Personnel file.

#### **PROCESS FOR THE ASSESSMENT OF A CANDIDATE'S LEARNING DIFFICULTIES BY AN ASSESSOR**

Candidate has one to one meeting with Education Psychologist who is Assessor. Prior to the meeting consent has been acquired for the candidate and the form 8 relevant sections have been completed and sent to the assessor so that they have already been provided with a picture of need. The assessor carries out the relevant access testing according to the form 8, as the assessor is a qualified Psychologist, they use cognition and learning assessments on a daily basis and have a variety of recognised access testing material for this purpose.

#### **PROCESSING ACCESS ARRANGEMENTS**

##### **ARRANGEMENTS REQUIRING AWARDING BODY APPROVAL**

Access arrangements online (AAO) is a tool provided by JCQ member awarding bodies for centres to apply for required access arrangement approval for the qualifications covered by the tool. This tool also provides the facility to order modified papers for those qualifications included.

AAO is accessed within the JCQ Centre Admin Portal (CAP) by logging in to one of the awarding body secure extranet sites. A single application for approval is required for each candidate regardless of the awarding body used.

As a centre we aim to process applications at the start of Y10 to ensure that AA are in place throughout all KS4 exams, but also within the max 24 months. The AA process begins in Y7 with internal exams and students work progress and SEN information. This evidence is collected throughout the years to build up a long-term picture of need for those that still require arrangements in KS4.

The JCQ regulations are reviewed annually by the SENCo & EO for any updates, and in recent years both have attended a refresher course to ensure new AA's are processed in line with current guidance. Once AA are approved arrangements are in place in accordance with the regulations and do not affect the integrity of the qualification.

In the case that a late diagnosis or manifestation arises we will endeavour to process within the Y11 standard 21 March deadline, given that AA are normally completed in Y10. Where we go beyond the deadline any evidence will be to the same standard. If a candidate has a temporary injury or impairment arrangements are processed as the



need arises by the SENCo & EO and appropriate documentation is held in the standard access file for the relevant year group.

In the case that an AA does not make approval the SENCo will liaise with the assessor working in the centre as required or provide additional evidence to justify the request. In the case of the AA not being approved this evidence will also remain in the access file any discussions with assessor or relevant AB will be recorded.

SENCo & EO pre-plan collaboratively in advance of exam series to identify candidates, needs and additional rooms required, invigilation resources.

Throughout the evidence building process students and parents receive documents to explain AA testing procedures, requesting consent and also their views. This includes the PDCF to enable AAOL to be submitted. All of these documents are kept in hard copy within the standard access file. SENCo & EO jointly submit AAOL and print off hard copy outcomes for the file. Any other adjustments that may be required that a relevant but not listed, we will always aim to contact the relevant AB at the earliest opportunity.

#### **CENTRE-DELEGATED ACCESS ARRANGEMENTS**

The process for applying for a Reader involves the SENCo & EO and evidence is gained the same as above.

#### **CENTRE-SPECIFIC CRITERIA FOR PARTICULAR ACCESS ARRANGEMENTS**

##### **WORD PROCESSOR POLICY (EXAMS) 2023**

Ferryhill School values good handwriting and imposes high standards on presentation of work, and expects that most students will hand write in exams. However, there may be exceptional circumstances, as identified by the academy, whereby students may use a word processor for internal and public examinations when the majority of the cohort would provide handwritten responses.

Ferryhill School will allow students to use word processors in examinations when:

- without the use of a word processor, it is felt that the student would be placed at a disadvantage  
and
- sufficient evidence exists within school for word processing to be the student's standard way of working

in addition to one or more of the following:

- professional evidence exists, from health or education to confirm that the student has a specific learning difficulty/disability

- professional evidence exists, from health or education to confirm that the student has a physical difficulty/medical condition
- professional evidence exists, from health or education to confirm that the student continues to have very poor handwriting that may be deemed illegible, despite previous intervention
- professional evidence exists, from health or education to confirm that access arrangement testing has been completed and a 'Form 8' exists supporting the use of a word processor

A student may use a word processor on a temporary basis as a consequence of a temporary injury during an examination series. e.g. broken arm, however, medical evidence must be provided. A word processor cannot simply be granted to a candidate because they want to type rather than write in exams, believe they type faster or because they use a laptop at home.

Ferryhill School will provide a 'clean' device and examination room, which meets the requirements of any relevant awarding body, for word processing in internal exams and public exams.

#### SEPARATE INVIGILATION POLICY 2023 24

A decision where an exam candidate may be approved separate invigilation within the centre will be made by the Head of School/SENCo. This will only be where a student has a recognised and long-term substantial complex need, if there is an immediate safeguarding concern and can only be used in extenuating circumstances. This is not a standard practice in school.

The decision will be based on:

- whether the candidate has a substantial and long-term impairment which has an adverse effect; and
- the candidate's normal way of working within the centre.

#### CONFLICTS OF INTEREST

Ensures the relevant awarding bodies are informed of any **Conflict of Interest** where

- a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
- a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate

- Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
  - a member of exams office staff has a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
  - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
  - a member of centre staff is taking a qualification at another centre
- Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel.

### CENTRE INSPECTIONS

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- 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 him/herself with a photo ID card and must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility
- Supports the head of centre in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining 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
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

## ENTRIES: ROLES AND RESPONSIBILITIES

### EXAMINATION ENTRY POLICY

#### GCSE/BTEC

All Year 11 students should be entered for GCSE/BTEC or other examinations in the courses they have followed unless their attendance or lack of coursework is such that they could not qualify for an award.

Non-entries must be discussed and agreed between the DOL and Head of School well in advance of the final date for entries.

In appropriate cases Year 10 students should be entered early for GCSE/BTEC or other examinations.

Where students fail to attend for any of their examinations without good reason the Exams Officer will press for reimbursement of the entry fee.

Students will only be entered for resit examinations following discussion with the student and DOL in that subject and the cost of re-entry will be paid for by Ferryhill School.

Students who join Ferryhill School late in KS4 may have an adapted curriculum but will all be entered for the core subjects as a minimum.

#### EQUALITIES POLICY (EXAMS)

See Ferryhill School Equality Policy September 2023.

#### EXTERNAL ENTRIES

In exceptional circumstances, and with the Head of Centre's permission, the College will act as an examination centre where practicable for past students wishing to resit examinations and also for members of the wider community wishing to take examinations following evening classes.

#### DEPARTMENTAL RESPONSIBILITY

It is the responsibility of the relevant DOL to identify entries and levels of entry to the Examinations Officer in line with the deadlines given on the school calendar. **Errors due to poor administration by the DOL are not expected or acceptable and will be charged to departmental budgets if they occur.**

## ESTIMATED ENTRIES

Exams officer

- EO submits early entry information directly to Awarding Bodies

## FINAL ENTRIES

Exams officer

- Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs 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
- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments

## DIRECTORS OR LEARNING

- Provide information requested by the EO to the internal deadline
- 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 entry submission information provided by the EO and confirms information is correct

## Entry fees

- The centre will pay all normal exam fees on behalf of candidates
- Late entry or amendment fees are paid by departments
- Candidates or departments will not be charged for changes of tier, withdrawals made by the correct procedures or alterations arising from administrative processes provided these are made within the awarding body deadline.

## 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

#### Senior 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

#### Candidate statements of entry

##### Exams officer

- Provides candidates with statements of entry for checking

##### Teaching staff

- Ensure candidates check statements of entry

##### Candidates

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

#### Briefing candidates

##### Exams officer

- Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams issues relevant JCQ information for candidates documents
- 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
  - wrist watches 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

## 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
- 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

- Authenticate their work as required by the awarding body

## INVIGILATION

### Exams officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators on any regulation changes
- 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, reader or scribe) are accommodated on a 1:1 basis

to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)

- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) 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 CENTRE INSPECTIONS

#### EXAMS OFFICER OR SENIOR LEADER

- Will accompany the Inspector throughout a visit

#### **SEnCo** 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)

### SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS

#### Exams officer

- Candidates are identified by SLT upon arrival in the exam room
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)



## Invigilators

- 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

## SECURITY OF EXAM MATERIALS

### Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- Ensures only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders
- 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
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

### RECEPTION STAFF

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

### TEACHING STAFF

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

### TIMETABLING AND ROOMING

#### EXAMS 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

### ALTERNATIVE SITE ARRANGEMENTS

#### Exams officer

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

### CENTRE CONSORTIUM ARRANGEMENTS

#### Exams officer

- Processes applications for Centre Consortium arrangements through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

#### SENIOR LEADERS

- Inform the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

### TRANSFERRED CANDIDATE ARRANGEMENTS

#### Exams officer

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

## INTERNAL EXAMS

### 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

## EXAM TIME: ROLES AND RESPONSIBILITIES

### 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 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

- If a student is absent for an exam EO to make a phone call to parent/guardian/relative in order to find out where student is, then either parent to bring student into school or EO/other staff to go out to home and bring student to school within the time allowed.

#### 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

- Any candidate arriving late is allowed to sit the exam as long as they are within the allowed time.

### 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 the secure storage facility
- Attaches erratum notices received to relevant exam question paper packets

- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this additional/second check is recorded and signed
- 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 timetable clash candidates have completed the exam

### EXAM ROOMS

Head of centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

### FOOD AND DRINK POLICY (EXAMS)

- Only water is allowed in the examination room, it must be in a transparent bottle and be free of all packaging and have all labels removed.

### LEAVING THE EXAMINATION ROOM

- Any candidate needing to leave the exam room must be supervised at all times, the time out from the exam must be recorded, to ensure the candidate has the full amount of time for the exam.

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 this must be 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
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

### EMERGENCY EVACUATION POLICY

The invigilator **must** take the following action in an emergency such as a fire alarm or a bomb alert.

- Stop the candidates from writing.
- Note the time.
- Collect the attendance register (**in order to ensure all candidates are present**).
- Await further instructions from either the Exams Officer or a member of ULT, then evacuate the examination room in line with the instructions given by the appropriate authority.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates to leave the room in silence, under exam conditions.
- Fire escape exit points are listed in the Fire Safety Emergency Procedures November 2023.
- Make sure the candidates are supervised as closely as possible whilst out of the exam room to ensure no discussion about the exam.
- Note how long the interruption lasted, allow candidates the full working time set for the examination.
- If there are only a few candidates, there may be a chance the candidates can be moved elsewhere to finish the exam.
- Make a full report of the incident and of the action taken, and send to the relevant awarding body.

#### Site staff

- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

#### Invigilators

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

#### Candidates

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

### IRREGULARITIES

#### 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

### MANAGING BEHAVIOUR POLICY

- Disruptive behaviour is not allowed, candidates are warned by invigilator, and written in the log, SLT/EO contacted and candidate removed from room.

#### 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 late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation.

### SPECIAL CONSIDERATION

Special consideration is a post-examination adjustment to a candidate's mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Special consideration can go some way to assist a candidate affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in their examinations. It cannot remove the difficulty faced by the candidate. This means that there will be some situations where candidates should not be entered for an examination. This is because only minor adjustments can be made to the mark awarded. To make larger adjustments would jeopardize the standard of the examination.

The purpose of this policy is to identify roles and responsibilities in the special consideration process and confirms that Ferryhill School will submit any applications for special consideration where candidates meet the published criteria.

### ELIGIBILITY FOR SPECIAL CONSIDERATION

#### ROLES AND RESPONSIBILITIES

##### Head of centre

- Is familiar with the contents, refers to and directs relevant centre staff to the annually updated JCQ publication [SC](#)
- Ensures that, where relevant and in eligible situations, applications for special consideration will be submitted to awarding bodies by the exams officer



#### Exams officer

- Understands the criteria to determine where candidates will/will not be eligible for special consideration
- Ensures that, where relevant and in eligible situations, applications for special consideration will be submitted to awarding bodies

#### Teaching staff and/or SENCo

- Provide any appropriate evidence or information that may be required to determine a candidate's eligibility for special consideration.

#### Candidates (or parents/carers)

- Provide any medical or other evidence that may be required to determine eligibility for special consideration

### APPLYING FOR SPECIAL CONSIDERATION

Where eligible, special consideration will be applied for in a specific exam series where candidate have been fully prepared and have covered the whole course but performance in the examination, or in the production of coursework or non-examination assessment, is materially affected by adverse circumstances beyond their control.

1. Where a candidate may arrive for an exam and is clearly unwell, extremely distressed and/or may have sustained an injury that requires emergency access arrangements to be put in place:
  - the candidate will be kept comfortable and under supervision from the required time while appropriate arrangements are put in place for the candidate to take the exam in the best possible conditions
  - a judgement will be made on how the candidate's situation or disposition affected performance in the exam
  - where appropriate and where eligible, special consideration will be applied for
2. Where candidates may be affected by a major disturbance in the exam room (emergency evacuation etc.), special consideration will be applied for on behalf of all candidates.
3. Where a candidate takes multiple exams (three or more exams) timetabled for the same day and the total duration for those papers is more than 6 hours for GCE exams or more than 5 hours 30 minutes for GCSE exams including any approved

extra time but not any time taken for supervised rest breaks, special consideration for an allowance on the last paper taken will be applied for.

4. Where a candidate may be affected by a minor disturbance in the exam room caused by another candidate (momentary bad behaviour, mobile phone ringing etc.), special consideration cannot be applied for.

#### **CANDIDATES**

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

#### **UNAUTHORISED ITEMS**

- Bags and coats are removed and stored to the side, back or front of the examination room.
- Mobile Phones and wrist watches of any kind are switched off and placed in either the candidates bag or coat at the side of the room.

#### **Invigilators**

Are informed of the arrangements through training

#### **RESULTS AND POST-RESULTS: ROLES AND RESPONSIBILITIES**

##### **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 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 so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures 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

Site staff

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

## 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

## 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 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 (see also above Briefing candidates and Access to Scripts, Reviews of Results and Appeals Procedures)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and 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

## Candidates

- Meet internal deadlines to request the services
- Provide informed consent

## ANALYSIS OF RESULTS

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the [secondary school and college \(key stage 4/16-18\) performance tables June and September checking exercise \(where applicable\)](#)

## 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

## 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

## EXAMS ARCHIVING POLICY

| Record type                              | Record(s) description (where required)   | Retention information/period  | Action at end of retention period<br>(method of disposal) |
|--|--|---|---|
| Access arrangements information          | Any hard copy information kept by the EO relating to an access arrangement candidate.  | To be returned to SENCo as records owner at end of the candidate's final exam series. | Confidential shredding                                    |
| Alternative site arrangements            | Any hard copy information generated on an alternative site arrangement. Notifications submitted online via CAP.  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines)      | Confidential shredding                                    |
| Attendance register copies               | Keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. | Keep paperwork until end of the summer season (end or RoM and appeals deadlines)      | Confidential shredding                                    |
| Awarding body administrative information | Any hard copy publications provided by awarding bodies.  | To be retained until the current academic year update is provided.                    | Confidential shredding                                    |

| Record type   | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|---|---|--|---|
| Candidates' scripts                                     | Any unwanted copies of scripts returned to the centre through the Access to Scripts (ATS) service.  | To be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts.   | Confidential shredding                                    |
| Candidates' work  | Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period.                            | To be logged on return to the centre and immediately returned to subject staff as records owner.<br><br>To be stored safely and securely along with work that did not form part of the moderation sample (including materials stored electronically) | Returned to candidates or safe disposal                   |
| Centre consortium arrangements for centre assessed work | Any hard copy information generated or relating to consortium arrangements for centre assessed work. Applications submitted online via CAP. |  | Archived in school  |
| Certificates  | Candidate certificates issued by awarding bodies.   | Kept secure for one year after exam series   | Log certificates and then confidential shredding          |

| Record type  | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|--|---|--|---|
| Certificate destruction information                                      | A record of unclaimed certificates that have been destroyed.  |  | Confidential shredding                                    |
| Certificate issue information  | A record of certificates that have been issued.   | Kept in secure cabinet   | Archived in school  |
| Confidential materials: initial point of delivery logs                   | Logs recording awarding body confidential exam materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room for transferal to the centre's secure storage facility.   | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Confidential materials: receipt, secure movement and secure storage logs | Logs recording confidential exam materials received (including encrypted materials received via email or downloaded from an awarding body's secure extranet site), checked and placed in the secure storage facility by the exams officer (or other authorised member of centre staff) throughout the period the materials are confidential | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |



| Record type                   | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal)  |
|-------------------------------|---|--|--|
| Conflicts of Interest records | Records demonstrating the management of Conflicts of Interest   |  | Kept on file   |
| Dispatch logs                 | Proof of dispatch of exam script packages to awarding body examiners covered by the <a href="#">DfE (Standards &amp; Testing Agency) yellow label service</a> | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                     |
| Entry information             | Any hard copy information relating to candidates' entries.  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                     |
| Exam question papers          | Question papers for timetabled written exams.   |  | Issued to subject staff in accordance with JCQ regulations |
| Exam room checklists          | Checklists confirming exam room conditions and invigilation arrangements for each exam session.   | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                     |

| Record type                                  | Record(s) description (where required)  | Retention information/period   | Action at end of retention period (method of disposal)             |
|--|---|--|--|
| Exam room incident logs                      | Logs recording any incidents or irregularities in exam rooms for each exam session. | Keep paperwork until end of the summer season (end or RoM and appeals deadlines)       | Confidential shredding   |
| Exam stationery                              | Awarding body exam stationery provided solely for the purpose of external exams.    | Kept until no longer required  | Confidential shredding   |
| Examiner reports                             |   | Keep paperwork until end of the summer season (end or RoM and appeals deadlines)       | To be immediately provided to head of department as records owner. |
| Finance information                          | Copy invoices for exams-related fees.   | To be returned to Finance department as records owner at the end of the academic year. |  |
| Invigilation arrangements                    | See Exam room checklists  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines)       |  |
| Invigilator and facilitator training records |   | Keep on invigilators records   |  |

| Record type  | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|--|---|--|---|
| Moderator reports  |   | To be immediately provided to head of department as records owner.               |   |
| Moderation returns logs  | Logs recording the return of candidates' work to the centre by the awarding body at the end of the moderation period  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Overnight supervision information                                    | Any hard copy information relating to overnight supervision arrangements. Reports submitted online via CAP.   | Not expected to need   |   |
| Post-results services: confirmation of candidate consent information | Hard copy or email record of required candidate consent   | Hard copy kept in school   | Confidential shredding                                    |
| Post-results services: requests/outcome information                  | Any hard copy information relating to a post-results service request (RoRs, appeals, ATS) submitted to an awarding body for a candidate and outcome information from the awarding body. | Hard copy kept in school   | Confidential shredding                                    |

| Record type                             | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|---|---|--|---|
| Post-results services: tracking logs    | Logs tracking to resolution all post-results service requests submitted to awarding bodies.   | Keep on file for 1 year after series   | Confidential shredding                                    |
| Private candidate information           | Any hard copy information relating to private candidates' entries.  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Proof of postage – candidates' work     | Proof of postage of sample of candidates' work submitted to awarding body moderators.<br><br>(Proof of postage of candidates' scripts to awarding body examiners/markers) | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Resolving timetable clashes information | Any hard copy information relating to the resolution of a candidate's clash of timetabled exam papers   | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Results information                     | Broadsheets of results summarising candidate final grades by subject by exam series.  | Records for current year plus previous 6 years to be retained as a minimum.      | Archived in school.<br>Confidential shredding thereafter  |

| Record type                            | Record(s) description (where required)  | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|--|---|--|---|
| Seating plans                          | Plans showing the seating arrangements of all candidates for every exam taken.  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Special consideration information      | Any hard copy information relating to a special consideration application which has been submitted to an awarding body for a candidate and signed evidence produced by a senior leader in support of the application. | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Suspected malpractice reports/outcomes | Any hard copy information relating to a suspected or actual malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.  | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |
| Transferred candidate arrangements     | Any hard copy information relating to a transferred candidate arrangement. Applications submitted online via CAP.   | Keep paperwork until end of the summer season (end or RoM and appeals deadlines) | Confidential shredding                                    |

| Record type                        | Record(s) description (where required)   | Retention information/period   | Action at end of retention period<br>(method of disposal) |
|------------------------------------|--|--|---|
| Very late arrival reports/outcomes | Any hard copy information relating to a candidate arriving very late to an exam. Reports submitted online via CAP. | Keep paperwork until end of the summer season (end of RoM and appeals deadlines) | Confidential shredding                                    |

## INTERNAL APPEALS FORM

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

|                     |  |
|---------------------|--|
| FOR CENTRE USE ONLY |  |
| DATE RECEIVED       |  |
| REFERENCE NO.       |  |

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical re-check, a review of Marking, a review of moderation or an appeal

| Ref No. | Date received | Complaint or Appeal | Outcome | Outcome date |
|---------|---------------|---------------------|---------|--------------|
|---------|---------------|---------------------|---------|--------------|

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure