



The Hayesbrook School

A Brook Learning Trust Academy

Examination Policy



Introduction

At Brook Learning Trust we bring together our unique academies in our belief in the power of education to change lives and communities. It is our steadfast purpose to challenge and defy the barriers that constrain the educational progress of any child. We set high aims for aspiration and secure collective responsibility for all our children's achievements. Our work is underpinned by the values of Integrity, Respect, Courage, Optimism, Excellence and Accountability.

Purpose of the policy

The Hayesbrook 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 policy reflects and sustain the values and ethos of The Hayesbrook School and promotes equal opportunity and inclusivity. This exam policy will ensure that:

- the workforce is well informed and supported
- all aspects of the centre's exam process is documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- 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 available on the school website www.hayesbrook.kent.sch.uk and any updates communicated to all relevant staff, candidates & parent/carers by the Exam Officer. This policy should be read in conjunction with:

Exam Contingency Plan
Internal Appeals Policy
Non-Examination Assessment Policy
Emergency Evacuation Policy (Exams)
Word Processor Policy (Exams)
Complaints and Appeals Procedure
Procedures for Identifying Candidates
Disability Policy (Exams)
Special Consideration Policy
Exams Archiving Policy
Lockdown Policy (Exams)

Roles and responsibilities overview

Head of Centre (HoC)

"The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all time". (JCQ GR 2.3)

The 'head of centre' is the most senior operational officer in the organisation. This may be the headteacher of a school, the principal of a college, the Chief Executive Officer of an Academy Trust or the Managing Director of a

company or training provider. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.

For details about specific head of centre responsibilities, see sections 1, 8, 11, 12, 13, 16, 24, Appendix 1, section 6 and Appendix 8. (ICE Introduction)

- Understand the contents, refer to and direct 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 \(SC\)](#)

It is the responsibility of the head of centre to ensure that his/her 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, annually, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centres declaration which is managed as part of the Nation Centre Number register (NCNR) annual update. The HOC declaration is located in the Policy folder in the Exams office
- Understands that this responsibility cannot be delegated to a member of the SLT or examinations officer, and acknowledges that failure to respond to the NCNR update or the head of centres 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. Including 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 and the ALS Lead/ 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 an ALS Lead/ SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process

Internal governance arrangements

- Has in place a written escalation process should the head of centre or a member of the senior leadership team with oversight of examination administration be absent

- Has in place a member of SLT who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Makes sure that a teacher, tutor or senior member of centre staff who teaches the subjects being examined is not an invigilator for that examination.

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 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 examination/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 2-6 key holders (ensuring only persons authorised, by the head of centre and the exams officer, are allowed access to the centre's secure storage facility)
 - 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). The centres exam contingency plan can be found in the policy folder in the exams office
- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers. The centres internal appeals policy can be found in the policy folder in the exams office
- Ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements. The centres equalities policy can be found in the policy folder in the exams office
- Ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers. The centres complaints and appeals policy can be found in the policy folder in the exams office
- Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements. The centres safeguarding policy can be found in the policy folder in the exams office
- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations. The centres data protection policy can be found in the policy folder in the exams office
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments. The centres access arrangements policy can be found in the policy folder in the exams office

Conflicts of interest

- Ensures staff are only entered for qualifications through the centre as a last resort where the member of centre staff is unable to find another centre
- 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 have 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

Exam Officer (EO)

"The examinations officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments". (JCQ GR 2.4)

Understands the contents of annually updated JCQ publications including:

[General regulations for approved centres](#)

[Instructions for conducting examinations](#)

[Suspected Malpractice – policies and procedures \(SM\)](#)

[Post-results services](#)

- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR by the end of October each year.
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, train and deploy a team of internal/external invigilators; appoint lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- Works with the ALS Lead/ SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed 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

Senior Leadership team (SLT)

- Are familiar with the contents, refer to and direct 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 \(SC\)](#)

Additional learning support (ALS) Lead/ Special Educational Needs Co-ordinator (SENCo)

- Understands the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification

Curriculum leaders

- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and ALS Lead/ SENCo
- Ensure teaching staff keep themselves updated with awarding body subject and teaching-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and ALS Lead/ SENCo
- Keep updated with awarding body subject and teaching-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Invigilators

- Attend/undertake training, refresher, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site staff

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

IT staff

- Support the EO in relevant matters relating to IT and resources

Candidates

- Responsible for reading the ‘Candidate Exam handbook’ and other relevant JCQ documents to ensure that they are aware of the JCQ and Awarding body rules and regulations

Where applicable in this policy, the term ‘candidates’ refers to candidates and/or their parents/carers

The examination cycle

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

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

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

Planning: Roles and Responsibilities

Information sharing

Head of Centre

- Directs relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SM and NEA (and the instruction for conducting coursework) and SC

Exam Officer

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

Information gathering

Exam Officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all data into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines as and when appropriate
- Collect information on PPEs (internal exams)
- Provided and annually reviews a centre policy on the use of word processors in exams and assessments

Curriculum Leaders

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

Access arrangements

Head of Centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly

- Ensures the ALS Lead/ SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

Additional Learning Support (ALS) Lead/ Special Educational Needs Co-ordinator

- Assesses students (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- Gathers evidence of need to support access arrangements
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (candidate personal data consent form) from candidates where required
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if any documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Applies for approval through Access Arrangements Online (AAO) via the Centre Admin Portal (CAP), where required or through the awarding bodies where qualifications sit outside the scope of AAO.
- Provides and annually reviews a centre policy on the **use of word processor** in exams and assessments. The centres word processor policy can be found in the policy folder in the exams office

“Centres are allowed to provide a word processor with the spelling and grammar check facility/predictive text disabled (switched off) to a candidate where it is their normal way of working within the centre”. (AA 5.8.1)

Senior Leaders, Curriculum Leads & Teaching staff

- Supports the ALS Lead/ SENCo in identifying and implementing appropriate access arrangements
- Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations AA 5.8

Separate invigilation within the centre

Head of Centre

- **Separate invigilation is at the discretion of the centre**

The ALS lead/ SENCo must make their decision 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.

For example, in the case of separate invigilation, the candidate's difficulties are established within the centre (see Chapter 4, paragraph 4.1.4, page 16) and known to a Form Tutor, a Head of Year, the SENCo or a senior member of staff with pastoral responsibilities.

Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs. [AA 5.16]

The SENCo, or equivalent member of staff within an FE college, must ensure that the proposed access arrangement does not disadvantage or advantage the candidate (AA 4.2.1)

A candidate may only take their examinations under separate invigilation within the centre where he/she has **an established difficulty** - see **section 5.16** of the JCQ publication *Access Arrangements and Reasonable Adjustments*...

Where candidates are subject to separate invigilation within the centre, the regulations and guidance within this booklet must always be adhered to. This is particularly so in relation to accommodation and invigilation arrangements (see section 11 and 12). [ICE 14]

Internal assessment and endorsements

Head of Centre

- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking. The centres internal appeals policy can be found in the policy folder in the exams office.

*"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"* (GR5.7d)

- Provides fully qualified teachers to mark non-examination assessments
- Ensures a non-examination assessment policy is in place for GCE and GCSE qualifications which include components of non-examination assessment. The centres non examination assessment policy can be found in the policy folder in the exams office.

"have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)" (GR5.7e)

- Ensures irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement.

Senior Leadership Team

- Ensures teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set, conduct, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Curriculum Leaders

- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ Instructions for conducting controlled assessments and the specification provided by the awarding body
- Ensure teaching staff delivering legacy GCE unitised AS and A-level qualifications and Entry Level or Project qualifications follow JCQ instructions for conducting coursework and the specification provided by the awarding body
- Ensures teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed (controlled assessments, coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Exams Officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessments
- Signposts teaching staff to relevant JCQ *information for candidates* documents that are annually updated

Invigilation

Head of Centre

- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible
 - GR 5.9c
- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all time

Exams Officer

- Works alongside HR to recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Works with HR to collect information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides training for new invigilators and an update event for existing invigilators on the conduct of exams, so that they are aware of any changes in a new academic year before they are allowed to invigilate an exam.
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)

- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues

Entries: Roles and Responsibilities

The term 'entries' is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

Estimated entries

Exams Officer

- Requests estimated or early entry information from CLs, where this may be required by awarding bodies, in a timely manner to ensure awarding body external deadlines for electronic submission can be met
- Makes candidates aware of the **JCQ Information for candidates – Privacy Notice** at the start of a vocational qualification or when entries are being processed for a general qualification

Curriculum Lead

- Provides entry information requested by the EO to the internal deadline
- Informs the EO immediately of any subsequent changes to entry information
- Ensure teaching staff are making candidates aware of the **JCQ Information for candidates – Privacy Notice** at the start of a vocational qualification or when entries are being processed for a general qualification

Final entries

Exams Officer

- Requests final entry information from CLs in a timely manner to ensure awarding body external deadlines for electronic submissions can be met
- Informs CLs of subsequent deadlines for making changes to final entry information without charge
- Confirms with CLs 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, by ensuring all Marksheet entries are signed off by the relevant Curriculum Lead
- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments

Curriculum Lead

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information which includes:
 - changes to candidate personal details
 - amendments to existing entries
 - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirm information is correct

Entry fees

The centre pays for exam entries but reserves the right to charge for entries and associated costs.

Late entries

Exams Officer

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

Curriculum Lead

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

Re-sit entries

Students entering the 6th Form having not achieving an equivalent Grade 4 in Maths and/or English are entered automatically.

Private candidates

The Hayesbrook School does not normally accept external candidates, however, in exceptional circumstances we will try to accommodate students who have recently left the school.

Candidate statements of entry

Exams Officer

- Provides candidates with statements of entry
- Meets the awarding body deadlines

Curriculum Lead/Teaching staff

- Ensures candidates check statements of entry and query any discrepancies with the EO

Candidates (or parents/carers)

- Notify the EO of any discrepancies

Pre-exams: Roles and Responsibilities

Access arrangements

ALS lead/ Special Education Needs Co-ordinator

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- Applies for approval of Access Arrangements through Access arrangements online (AAO), and where required through the awarding body where qualifications sit outside the scope of AAO, e.g. Edexcel BTECs
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

Exams Officer

- Supports the SENCo with applying for the Access Arrangements by providing them with the necessary information in regards to subjects being studied.

Briefing candidates

Exams Officer

- Issues exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of a national or significant disruption to exams
- Prior to exams Issues relevant JCQ information for candidates
- Where relevant, issues awarding body information to candidates
- Issues centre exam information to candidates which will include information on:
 - exam timetable clashes
 - arriving late for an exam
 - absence or illness during exams
 - what equipment is/is not provided by the centre
 - 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 the candidates
 - when and how Certificates will be issued
- Advise candidates of the arrangements for enquiries about results

Dispatch of exam scripts

Exams Officer

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

Forecast grades

Curriculum Lead

- Ensures teaching staff provide estimated grade information to the EO to the internal deadline

Exams Officer

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

Internal assessment and endorsements

Head of Centre

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

ALS lead/ Special Educational Needs Co-ordinator

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

Curriculum Lead

- 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 assess and authenticate candidates' work as per awarding body requirements
- Ensures teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide required samples of work for moderation to the EO to the internal deadline

Teaching staff

- Support the ALS lead/ 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 internal assessment decisions prior to marks being submitted to awarding bodies

Exams Officer

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

Candidates

- Complete the necessary paperwork at the teachers' request to authenticate their work as required by the awarding body

Invigilation

Exams Officer

- Provides an annually updated/reviewed invigilation handbook. Trains new invigilators on appointment and updates experienced invigilators on regulation changes, annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms as per the required ratios
- Liaises with the ALS lead/ SENCo regarding invigilation of access arrangement candidates

ALS lead/ Special Educational Needs Co-ordinator

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

Invigilators

- Provides information as requested on their availability to invigilate throughout an exam series
- Invigilates as per JCQ and awarding body regulations

JCQ inspection visit

Exams officer or Senior leader

- Will accompany the Inspector throughout a visit

ALS lead / SENCo or relevant Senior leader (in the absence of the ALS lead/ 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

- Ensures a procedure is in place to verify candidate identity including private candidates in exam rooms. The procedure for identifying candidates can be found in the policy folder in the exams office.

“have in place written procedures to verify the identity of all candidates at the time of the examination or assessment.”)GR5.9d)

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms as per 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 system for identifying candidates 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 2-6 key holders.
- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- 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, internal tests and mock examinations are not kept in the centres 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 access live assessment materials and ensuring only authorised members or centre staff have access to electronic question papers)

Reception staff

- Follows the process to record confidential materials delivered to the centre and issued to authorised staff with due regard to security the security of confidential materials, ensuring that secure deliveries are logged upon receipt/correctly signed for and are immediately issued to authorised staff for transferal to the secure storage facility

Teaching staff

- Adheres to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Adhere to the regulations in regard to the storing of confidential materials whilst in their possession

Timetabling and rooming

Exams Officer

- Produces a 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 according to required ratios
- Liaises with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements
- Liaises with the ALS lead/ SENCo regarding rooming of access arrangement candidates
- Liaises with IT department regarding IT arrangements

Overnight supervision arrangements

- Is it at the discretion of the centre
- Only applied for as a last resort and once all other options have been exhausted
- Candidates (and/or parents/carers) will need to follow JCQ regulations in regard to overnight supervision

The overnight supervision arrangements **must** ensure that the candidate **does not** have advance warning of the content of the examination deferred until the following morning. This means the candidate **must not** meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, Internet and social media. It also extends to television and radio, which could report key details of the day's examinations.

The JCQ Overnight supervision and Overnight supervision declaration forms must be completed before the overnight supervision is to commence. The JCQ overnight supervision form is completed online using the Centre Admin Portal (CAP). The JCQ overnight supervision declaration form is downloaded from the CAP for signing by the candidate, the supervisor and the head of centre [ICE 8]

ALS lead/ Special Educational Needs Co-ordinator

- Liaises with the EO regarding rooming of access arrangement candidates
- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

Site staff

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

IT staff

- Liaise with EO to ensure that computer technology is up to date and available in room required

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* 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)

Curriculum Lead

- Informs 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 (PPEs)

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

ALS lead/ Special Educational Needs Co-ordinator

- Liaise with EO and teaching staff to make appropriate arrangements for access arrangement candidates

Teaching staff

- Provides exam papers and materials to the EO
- Supports the ALS lead/ 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 access arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams
 - apply for approval through Access arrangements online (AAO) where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

Invigilators

- Carry out a check of each exam room and hand list or text list to EO
- Complete an absent form for the missing candidate and place it on their desk
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Exams Officer

- Arranges with reception and support staff to contact candidates/parent by phone
- If student is unable to attend (e.g. through illness), the EO will require evidence (e.g. medical) to apply for special consideration
- If no reason given for absence, the cost of the exam entry is to be paid by the parent/carer
- Provide information to candidates through 'Candidate Exam handbook' and assemblies on the procedure to follow if they are ill or delayed

Candidate

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

Candidate behaviour

The process for managing candidate behaviour in exam rooms is:

- Any evidence of malpractice to be brought to the lead invigilator's immediate attention

- Lead invigilator to warn candidate that they may be removed from the exam room and that the awarding body will be informed and may decide to disqualify the candidate.
- Any unauthorised material to be removed from the candidate
- EO to be informed
- Head of centre must report to the awarding body as soon as possible all cases of suspected or actual malpractice in connection with the exam; Form JCQ/M1 Report of suspected malpractice
- any disruption to be brought to the lead invigilator's attention
- If continues, student to be escorted from the room and EO/SLT to be called

Head of Centre

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

Senior Leadership Team

- Ensures support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal procedures relating to candidate behaviour are instigated, when appropriate

Exams Officer

- EO to support invigilators in exam room
- 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 possible after the exam has taken place

Invigilators

- Any evidence of malpractice to be brought to the Lead Invigilators attention immediately and thence the EO. Depending upon the misdemeanour the candidate will either be spoken to at the time or held at the end of the exam. And warned that the awarding body may decide to disqualify the candidate.
- Any unauthorised materials to be removed from the student as soon as possible and the EO contact immediately and student held at the end of the exam etc.
- Record any incidents or irregularities on the exam room incident log (for example, late/very late, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

Candidate late arrival

Exams Officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a *report on candidate admitted very late to examination room* through CAP to timescale
- Warns candidates that although they can sit the exam for the fully allocated time that their script may not be accepted by the awarding body

Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates through training
- Ensure that relevant information is recorded on the exam room incident log

Conducting exams

Head of Centre

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

Exams Officer

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

Food and Drink

Candidate

- May bring a clear bottle of still water into the examination room with the label removed
- May not bring any food into the examination room

Candidates leaving the room temporarily

Head of Centre

- May allow candidate to leave the room temporarily
- May allow the extra time to compensate for their temporary absence

Exams Officer

- Will ensure they are accompanied by a member of staff who is not the subject teacher or a subject expert
- Will make candidates aware of the arrangements for such an absence

Invigilators

- Will ensure that the absence is recorded on the 'Incident log' and if agreed by the HOC allow the extra time for the absence if needed
- Will ensure that the correct ratio of invigilators remain in the room or call for the EO to assist

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
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam and once the completed papers have been collected from the school

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

Senior Leadership Team

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated. The centres equality policy and emergency evacuating policy can be found in the policy folder located in the exams office.

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
- 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. A copy of the procedure to be held in each exam room file
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated
- Ensures a documented emergency evacuation procedure for exam rooms is in place (See Emergency Evacuation Procedure)
- Communicates with students so that they know only clear plastic water bottle are allowed in exam room and no food

Site staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

IT Staff

- Support the EO to ensure that computers/laptops are set up correctly

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 Form JCQ/M1 Report of suspected malpractice

Senior Leadership Team

- 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 incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies

Invigilators

- Record any incidents or irregularities on the exam room incident log (e.g. late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

Special consideration

Senior Leaders

- Provide signed evidence to support eligible applications for special considerations

Exams Officer

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

Candidates

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

Unauthorised Items

- Any unauthorised items must be left in the candidates' bags and placed in the 'Personal belongings room'
- If forgotten they must be handed in to an invigilator prior to the examination starting. They will be stored in the Exams Office and can be collected from the Exams Officer when they are available.
- Wrist watches are not permitted in the exam room and must be left in the candidates' bags

Invigilators

- Are informed of the arrangements through training

Internal exams (PPEs)

Exams Officer

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

Invigilators

- Conduct internal exams as briefed by the EO

Results and post-results: Roles and Responsibilities

Internal assessment

Curriculum Lead

- 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 Leadership Team

- Identifies 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

*“Senior members of centre staff **must be** accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates **must be** informed of the periods during which centre staff will be available so that they may plan accordingly.” (PRS 4.1.1 paragraph 3)*

Exams Officer

- Works with SLT to ensure procedures for managing the main Summer results day(s) (a results day programme) are in place
- Ensure details are communicated on the school website

Site staff

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

IT Staff

- Ensure that all IT programmes are up to date and ready to accept 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 provisional statements of results to candidates on publication of results date
- Provides summaries of results for relevant centre staff on publication of results

The Data manager/assistant

- Provides summaries of results for relevant centre staff on publication of results

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
- 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 and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and inform candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable
- Keeps a summary of the amount spent on enquiry about results

Curriculum Lead/Teaching staff

- Meet internal deadlines to request the services

Candidates

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

Analysis of results

Data Manager/assistant

Following the publication of results

- Provide analysis of results to appropriate centre staff
- Provide results information to external organisations where required
- Undertake the checking and submission of Secondary school and college performance tables June and September checking exercise

Exams Officer

- Download exam results and transfer into PI data on SIMs for use by the Data Manager

Certificates

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

Exams Officer

- To create a master document recording each certificate against each student that they can then sign for
- Certificates to be stored securely whilst candidates are contacted to collect them
- To contact the candidate to inform them that their certificates are ready for collection

Candidates

- Candidates to sign for certificates upon collection
- May arrange for certificates to be collected on their behalf by providing the EO with written authorisation; authorised persons must provide ID evidence on collection of certificates

We are only required to keep certificates on file for 12 months after they have been issued.

Review: Roles and Responsibilities

Exams Officer

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

