

Contents

1. Purpose of policy
2. Exam responsibilities
3. Qualifications offered
4. Exam series and timetables
5. Entries, entry details and late entries
6. Exam fees
7. Equality Legislation and access arrangements
8. Contingency planning
9. Managing invigilators
10. Malpractice
11. Conflicts of interest
12. Exam day arrangements
13. Candidates
14. Special consideration
15. Internal assessment
16. Results, enquiries about results and access to scripts
17. Certificates
18. Appendix 1: Exam Contingency Plan 2024/25
19. Appendix 2: Procedure for dealing with emergency evacuation of examination room
20. Appendix 3: Examination Appeals Procedure (EAR)
21. Appendix 4: Word Processor Policy
22. Appendix 5: Identification Procedure
23. Appendix 6: Non-examination Assessment / Controlled Assessment Policy
24. Appendix 7: Claims procedure

The purpose of this exams policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interests of candidates.
- to ensure the operation of an efficient exams system with clear guidelines for all relevant staff.

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

The exams policy will be reviewed every year.

The exams policy will be reviewed by the Deputy Director for Information and Funding: Learner Services.

Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

Exam responsibilities***The head of centre:***

- has overall responsibility for the school/college as an exams centre and is responsible for ensuring that the college complies with all relevant JCQ regulations.
- is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*. Chichester College Group procedures for addressing suspected malpractice are described in our Assessment policy [here](#).

Senior Exams Manager:

- The Director of Information and Funding will ensure that he or one of his Deputy Directors will be available to manage emergency requests from awarding bodies that are results related during the summer holidays.
- The Deputy Director for Information and Funding (Learner Services) will be familiar with relevant awarding body and JCQ documentation, to ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations.
- The Deputy Director for Information and Funding (Learner Services) accounts for income and expenditures relating to all exam costs/charges.

Exams Manager:

- manages the administration of external examinations.
- advises the senior management team, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by the various awarding bodies.
- oversees the production and distribution to centre staff and candidates, of exams calendars and communicates regularly with staff concerning imminent deadlines and events.
- ensures that candidates are informed of and understand those aspects of the exams timetable that will affect them.
- checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines.
- maintains systems and processes to support the timely entry of candidates for their exams.
- ensures the security of all assessment materials, including:
 - ensuring that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside of the centre;
 - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials.

- makes arrangements to access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with JCQ regulations
- ensures that scripts are dispatched as per the guidelines.
- administers examination access arrangements and makes applications for special consideration following the regulations in the JCQ publications for Access arrangements, reasonable adjustments and special consideration.
- identifies and manages exam timetable clashes.
- organises the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams.
- ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- tracks, dispatches, and stores returned coursework / controlled assessments.
- ensures that the accuracy of claims is rigorously checked before submission to exam boards.
- ensures that prior achievement is confirmed before submitting claims to exam boards.
- arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SMT, any post results service requests.
- manages conflicts of interest by informing the awarding bodies, before the published deadline for entries for each examination series; or by maintaining internal records, as required by JCQ general regulations.
- provides JCQ with contact details annually, as required by the National Centre Number Register

Heads of Learning / Teaching and Learning Managers are responsible for:

- ensure that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations.
- guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- ensuring accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- ensuring accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- ensure teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work;
- ensuring that claims are rigorously checked before submission to exams team
- decisions on post-results procedures.

The IT Director is responsible for:

- implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks
- ensuring that candidates are able to back-up any exam work completed on computer, to reduce the risk of the work being lost.
- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret;
- providing training for staff on awareness of all types of social engineering/ phishing attempts;
- enabling additional security settings wherever possible;
- updating any passwords that may have been exposed;
- setting up secure account recovery options;
- reviewing and managing connected applications;

- monitoring accounts and regularly reviewing account access, including removing access when no longer required;
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security: <https://www.jcq.org.uk/exams-office/general-regulations> Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

Lecturers/Teachers are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the Head of Learning / Teaching and Learning Manager and/or Exams Manager.
- The claims forms provided to Exams will be thoroughly checked before submission to Exams team. Prior achievements must be confirmed before any claims are submitted on exam board portals.

The **SEND Manager** is responsible for:

- Coordinating the access arrangements process and ensuring that appropriate arrangements are determined for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury.
- notifying the exams officer in good time so that they are able to process any necessary applications in order to gain approval (if required).

ensuring there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes.

Invigilators are responsible for:

- assisting the Exams Manager in the efficient running of exams according to JCQ regulations.
- collection of exam papers and other material from the exams office before the start of the exam.
- Confirming the identity of candidates before start of exam, using photographic ID, normally College ID card.
- collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exam's office.

Candidates are responsible for:

- understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own.
- ensuring they conduct themselves in all exams according to the JCQ regulations.

Qualifications offered

The qualifications offered at this centre are decided by the Heads of Learning.

The subjects offered for these qualifications in any academic year may be found on the centre's MIS system. If there is to be a change of specification for the next year, the exams office must be informed by mid-July.

Informing the exams office of changes to a specification is the responsibility of the Heads of Learning.

Decisions on whether a candidate should be entered for a particular subject will be taken by lecturer/teacher in consultation with the Heads of Learning.

Exam series

External exams and assessments are scheduled as timetabled by awarding organisations including online on demand examinations.

The Heads of Learning will decide whether internal exams are to be held under external exam conditions or not. The Heads of Learning decide which exam series are used in the centre.

On-demand assessments

Bookings for on-demand assessments must follow procedures defined by the CCG Exams Service Level Agreement in order to ensure that the Exams team have the capacity to manage the volume of demand for assessments.

Exam timetables

Once confirmed, the exams officer will circulate the exam timetables for external exams at a specified date before each series begins.

Entries, entry details and late entries

Candidates cannot request a subject entry, change of level or withdrawal unless agreed by lecturer/teacher.

The centre does not accept entries from private candidates except in limited circumstances such as an ex-student seeking to retake an examination on a course which is still being delivered by the college

The centre does not act as an exams centre for other organisations.

GCSE, A Level, BTEC and CamTech entry deadlines are circulated to heads of department/curriculum via email, noticeboard, briefing meetings or internal post. It is the responsibility of the curriculum team to ensure that they meet the entry deadlines for all other courses.

Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation of Heads of Learning / Deputy Heads of Learning / Subject Lead.

Re-sit decisions will be made by students in consultation with lecturer/teacher

Exam fees

Curriculum teams are expected to prepare candidates sufficiently for examinations, in order to maximise their chance of success and minimise the need for resits. In cases where a candidate needs to resit an exam which they previously failed, the curriculum team must allow sufficient time for the candidate to prepare and improve their performance before retaking the exam – normally at least 3 college weeks between sittings.

Candidates are not normally charged exam entry fees (including resit fees), except in the following circumstances:

- Candidates who have passed an exam and are retaking in order to improve their grade. (Students who achieve a 'Nearly Pass' or who pass at a lower level will not be required to pay for resits.)
- GCSE students resitting exams in the November series
- AAT students resitting exam

Where internal candidates are required to pay for resits for the reasons given above, the fees charged will be in line with the awarding body entry fees. Fees for 2024-25:

- GCSE: £55 per qualification
- AAT: £75 per exam
- BTEC Level 3: £50 per exam
- BTEC Level 2: £25 per exam
- CamTech: £50 per exam
- WJEC Level 3 Criminology: £25 per exam

The centre does not accept entries from private candidates except in limited circumstances such as an ex-student seeking to retake an examination on a course which is still being delivered by the college, or a current student wishing to take an exam which the centre does not offer but which can be facilitated without difficulty. When private candidates are accepted, they are expected to pay the following for each examination:

- Awarding body exam entry fee per exam
- Contribution to invigilation costs per exam: £10

- Administration fee per candidate: £25

Candidates who pay for their exam entry and who do not attend an exam will be required to pay the full fee to rebook that exam, unless they are able to provide evidence that exceptional and unavoidable circumstances prevented them from taking the exam. These circumstances must be severe, unforeseen and outside the control of the candidate.

Candidates and departments will not be charged for changes of tier or withdrawals made following the proper procedures within the timescales allowed by awarding bodies.

Exams managers will publish entry deadlines well in advance of each exam series.

Late entry fees will normally be passed on to curriculum teams or candidates, depending upon who is responsible for not meeting the deadline.

Fees are not sought from candidates:

- If they fail to sit an exam.
- If they do not meet the necessary coursework requirements.

Equality Legislation

All exam centre staff must ensure that they meet the requirements of any equality legislation, including the Equality Act 2010, particularly Section 20 (7). The centre will comply with the legislation, including making reasonable adjustments to the service that they provide candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Examinations Manager. The college will not charge a disabled candidate any additional fee in relation to the adjustment or aid.

Access arrangements

The college will ensure that the SENCo understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre.

The SENCO is responsible for informing subject teachers of candidates with special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams.

A candidate's access arrangements requirement is determined by the SENCO.

Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the Examinations Manager.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Examinations Manager.

Rooming for access arrangement candidates will be arranged by the Examination Team.

Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised collaboratively by the Examination Team and Additional Support Team.

Contingency planning

Contingency planning for exams administration is the responsibility of the Deputy Director for Information and Funding. .

Contingency plans are available via *email and the college intranet and are in line with the guidance provided by Ofqual, JCQ and awarding organisations.*

Managing invigilators

External staff will be used to invigilate external examinations, except on occasions when the volume of demand exceeds the supply of invigilators, when internal staff may be required to support.

Recruitment of invigilators is the responsibility of the Examinations Manager.

Securing the necessary Criminal Records Bureau (CRB) clearance for new invigilators is the responsibility of the HR Department

DBS fees for securing such clearance paid by the centre.

Invigilators rates of pay are set by the Group Leadership Team
Invigilators are timetabled, trained, and briefed by the Exams Team.

Malpractice

Candidates will be notified about and warned against malpractice in a range of ways:

- The college's Exams sites on the student intranet which include all relevant JCQ warnings and notifications;
- Exam entry emails which link to the intranet site;
- The Colleges parent / carer portal which publishes the same information to parents and carers.

The head of centre in consultation with Heads of Learning/Examinations Manager is responsible for investigating suspected malpractice.

A full statement of CCG malpractice policy and procedures is to be found in the Assessment Policy.

Conflicts of interest

The College manages conflicts of interest by informing the awarding bodies, before the published deadline for entries for each examination series, of:

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units;
- and maintains internal records of all instances where:
 - exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
 - centre staff are taking qualifications at their own centre which do not include internally assessed components/units;
 - centre staff are taking qualifications at other centres.
- The Head of Centre will ensure that records of all conflicts of interest are retained including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. The records will be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.
- Members of college staff will only be entered for qualifications at a college belonging to the group as a last resort in cases where the member of staff is unable to find another centre.
 - The head of centre is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials.
 - The head of centre will ensure that during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.

Exam day arrangements

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

The Estates Team is responsible for setting up the allocated rooms, and will be advised of requirements by Friday of the week prior wherever possible.

The Invigilator will start and finish all exams in accordance with JCQ guidelines.

Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do. Subject staff are NOT allowed in the room at the start of the exam to identify candidates.

In practical exams, subject teachers' availability will be in accordance with JCQ guidelines.

Exam papers must not be read by subject teachers or removed from the exam room. Papers will be distributed to departments 24 hours after the published finish time.

After an exam, the exams officer will arrange for the safe despatch of completed examination scripts to awarding bodies.

The college will ensure that reception is appropriately staffed between 8.30am and 4pm during term time.

Candidates

The exams officer will ensure that written information about exam malpractice is posted on CCG Online and kept up to date. A formal briefing session for candidates may be given by the invigilator.

The candidates must bring with them college ID card or other form of photographic ID which the invigilator will check to ID the candidates.

The centre's published rules on acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

In an exam room candidates must not have access to prohibited items as identified by JCQ, other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Examinations Manager.

Note: candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.

The invigilator is responsible for handling late candidates on exam day.

Clash candidates

The Examinations Manager will be responsible as necessary for supervising escorts, identifying a secure venue and, if necessary, arranging overnight stays.

Special consideration

Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre's examination team to that effect.

The candidate must support any special consideration claim with appropriate evidence within seven days of the final exam.

The Exams Manager will make a special consideration application to the relevant awarding body within days of the exam.

Internal assessment

It is the duty of heads of department to ensure that all internal assessment is ready for dispatch at the correct time. *The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.*

Marks for all internally assessed work are provided to the exams office by the lecturer/teacher. The exam co-ordinator will inform staff of the date when appeals against internal assessments must be made by. Two thorough checks must be made on the accuracy of data before claims are submitted to exam boards – the first by curriculum staff and the second by exams. Prior achievements must also be rigorously checked before claims are submitted to exam boards. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document.

Results

Candidates will receive individual result slips on results days,

- *in person at the centre or*

- *by email; or*
- *by secure online portal; or*
- *posted (second class)*

The results slip will be in the form of a centre produced document.

Arrangements for the centre to be open on results days are made by the Senior Management Team.

The provision of the necessary staff on results days is the responsibility of the Senior Management Team.

Results can be collected on behalf of a candidate by third parties, provided that the candidate has provided signed authority for them to do so and that the delegate brings suitable identification with them that confirms who they are.

The college will report immediately to the awarding body/bodies any potential or actual breach of the results.

Enquiries about Results (EAR)

EARs may be requested by centre staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

The cost of EARs will be paid by the *candidate*.

All decisions on whether to make an application for an EAR will be made by the candidate with advice from the subject lecturer/teacher.

If a candidate's request for an EAR is not supported, the candidate may appeal and the centre will respond by following the process in its Internal Appeals Procedure (IAP) document.

All processing of EARs will be the responsibility of the exams team, following the JCQ guidance.

Access to Scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of written exam papers.

Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Re-marks cannot be applied for once an original script has been returned.

The cost of ATSs will be paid by the candidate.

Processing of requests for ATS will be the responsibility of *exams team*.

Certificates

Candidates will receive their certificates

- *by post to their home address*

Certificates can be collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and bring suitable identification with them that confirms who they are.

Candidates are responsible for keeping the College informed of any change of address, otherwise they will incur a fee of £5 postage if Exams have to re-post the certificate to a new address.

The centre retains certificates for one year. Students are contacted to inform them that certificates will be confidentially destroyed if not collected after a year.

A new certificate will not always be issued by an awarding organisation. A transcript of *results may* be issued if a candidate agrees to pay the costs incurred.

Status of this policy

This Policy has been approved by the Group Leadership Team.

The operation of this Policy will be kept under review by the CEO. It may be reviewed and varied from time to time.

Policy review area	Teaching, Learning & Quality; Information Management
Lead Manager	Director for Information and Funding
Approval level	Group Leadership Team
Approval date	06/03/25
Review cycle	Annual
Next review	March 2026

Appendix 1: Exam Contingency Plan 2024/25 - see separate document for individual colleges

Appendix 2: Procedure for dealing with emergency evacuation of examination room

- ▶ When dealing with emergencies you **must** be aware of any instructions from relevant local or national agencies.
- ▶ A copy of the emergency evacuation procedure is available in all exam packs for each room, along with Invigilator instructions for candidates
- ▶ Reference should also be made to the following document -
- ▶ <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>

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

- ▶ Evacuation Procedures-Fire Alarm sounds
- ▶ Stop the candidates from writing.
- ▶ Collect the attendance register / seating plan (**in order to ensure all candidates are present**).
- ▶ Evacuate the examination room in line with the instructions given by the appropriate authority.
- ▶ Advise candidates to leave all question papers and scripts face down / closed in the examination room.
- ▶ Candidates should leave the room in silence.
- ▶ Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination.
- ▶ Make a note of the time of the interruption and how long it lasted.
- ▶ Allow the candidates the full working time set for the examination.
- ▶ If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- ▶ Make a full report of the incident and of the action taken, and send to the relevant awarding body.

Appendix 3: Examination Appeals Procedure (EAR)

Contents

- Introduction
- Fees
- Enquiries about results
- Appeals against the outcomes of enquiries about results
- Appeals against decisions made in cases of malpractice
- Appeals relating to access arrangements and special consideration
- Review of administrative decisions

Introduction

This document sets out the processes for appealing against decisions made by the JCQ awarding bodies in relation to GCSE, GCE, Principal Learning and Project qualifications sat at the College.

Awarding bodies accept appeals in relation to four areas of their work. These are:

- Enquiries about results – when a centre (or private candidate) is dissatisfied with an examination result or results.
- Appeals against results – when a centre is still dissatisfied with an examination result or results following the enquiries about results process.
- Appeals against malpractice decisions – following a decision to apply a penalty because of malpractice in an examination/assessment.
- Appeals against decisions made in respect of access arrangements and special consideration.

In addition, some administrative decisions, such as in cases of missing scripts may be subject to review by awarding body officers.

Fees

Awarding bodies will charge a fee for each stage of an appeal. Details of these fees can be obtained from the Examinations team. For some appeals the fee will be refunded (minus an administration charge) if the appeal is successful.

A general guide is:-

- Fees for scripts requested separately via Access to Scripts will always be charged.
- Review of Marking - Awarding bodies do not charge if your grade improves.
- Review of moderation - Awarding bodies do not charge if your centre marks are re-instated. In all other cases the full review of moderation fee will be charged whether or not specification marks or module marks change.
- Stage 1 and stage 2 appeals: Awarding bodies do not charge if you win your appeals.

Enquiries about results

If a candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results. The examinations staff will be able to process this with the awarding body on behalf of the candidate.

Access to Scripts

Reviewing a returned script with their teacher allows the candidate & their teacher to make a joint decision as to whether a review of marking (re-mark) is advisable.

This is the recommended first stage in the process.

Priority (copy) scripts can be requested for up to 7 days after the release of results. The script will be returned within 10 days.

Nonpriority (original) scripts can be requested for a further 25 days. However, it can take up to 60 days (8 weeks) for the script to be returned.

Awarding bodies always charge a fee for this service.

Review of marking

If on reviewing the returned script with their teacher it is felt that the result is not accurate then a candidate can request a review of marking (re-mark). The examinations staff will be able to process this with the awarding body on behalf of the candidate.

A priority review can be requested for up to 7 days after the release of results.

A non-priority review can be requested for a further 25 days.

Appeals against the outcomes of enquiries about results

Introduction

If a candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results. The examinations staff will be able to process this with the awarding body on behalf of the candidate.

If doubts about the accuracy of the results still persist, following the enquiry about results process, it is possible to submit an appeal in line with the rules set down by the awarding body.

If an appeal is accepted by the awarding body, an investigation into the candidates' or centre's results and the awarding body's procedures will follow. An appeal investigation does not generally involve a further review of candidates' work.

If an original script has been returned to the centre under the Access to Scripts arrangements, it cannot subsequently form part of an enquiry about results or an appeal.

Who can appeal?

Appeals are accepted from:

- Centres on behalf of single candidates or groups of candidates; Therefore, students must process their appeal through the Examination team.
- Private candidates (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre).

Please note that awarding bodies do not accept appeals from internal candidates and/or their parents or carers.

How to appeal

Candidates should approach the examination team stating their request to appeal.

The head of a centre should submit a written request for a Stage 1 Appeal to the relevant awarding body.

Appeals must be made within two calendar weeks of receiving the outcome of the enquiry about results. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.

The head of centre submitting the appeal must set out as clearly as possible the nature of the concern.

The Code of Practice issued by the regulators states that appeals should focus on whether an awarding body has:

- used procedures that were consistent with the Code of Practice;
- applied its procedures properly and fairly in arriving at judgements.

When an application for an appeal is received, the awarding bodies will have various mechanisms for deciding whether it will be accepted or not. An awarding body may refer the application to a committee or sub-committee. Alternatively, a senior officer in an awarding body may make the decision.

The decision whether or not to accept the appeal is based on:

- the grounds for the appeal put forward by the centre or private candidate;
- whether an enquiry about results has been completed;
- the timescale of the application.

If an appeal is not accepted, the reason(s) for this will be given.

What happens during a Stage 1 Appeal investigation?

Stage 1 of the Appeals Process involves an examination of the case by a senior officer of the awarding body who has not had any previous involvement with the matter. This investigation will take into account the written submission from the appellant. It will also include a check on all the awarding body procedures that were followed in arriving at the result(s) awarded, whether those procedures were compliant with the Code of Practice and whether they were applied fairly.

The procedures which are open to investigation include the full range of processes involved in, and leading to, the award of grades. The appeals process is not directly concerned with making judgements about the quality of candidates' work since this is the responsibility of senior examiners and moderators.

An appeal investigation does not generally involve a further review of the candidates' work, but such action may be authorised following the Stage 1 or Stage 2 Appeal.

After the investigation the appeal will either be rejected (disallowed) or upheld (allowed). If the appeal is upheld (allowed) any necessary further work on the candidates' scripts or results will be undertaken. Any such work will always be carried out in full compliance with the Code of Practice and JCQ agreed procedures.

A report on the Stage 1 Appeal investigation containing the awarding body's decision will be sent to the head of centre or private candidate.

All JCQ awarding bodies will deal with Stage 1 Appeals as expeditiously as is consistent with a thorough exploration of the case.

Stage 2 Appeals

If the head of centre remains dissatisfied with the outcome of the Stage 1 Appeal, a written request (using the form, JCQ/APP 1) for a Stage 2 Appeal should be sent to the relevant awarding body.

A request for a Stage 2 Appeal must be made within two calendar weeks of receipt of the Stage 1 Appeal outcome letter. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.

The Stage 2 Appeals process is designed to ensure that the head of centre or private candidate has a formal opportunity to present their case to an impartial body appointed in accordance with the Code of Practice. The head of centre may wish to delegate this to a member of the centre's staff.

For a Stage 2 Appeals hearing, awarding bodies typically convene a panel of 3 or 4 people, drawn from a larger pool of individuals who are not directly employed by the awarding body and who have been trained in the task of deciding appeals. At least one of the panel members will be an 'independent member'. (Independent members are individuals who have had no other responsibilities with that awarding body for at least the previous five years.)

Timescales

The awarding bodies aim to complete both Stage 1 and then (unless the outcome leads the appellant to withdraw the application) the Stage 2 hearing within 50 working days* of the lodging of the original appeal request.

*Any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 50 working days.

The awarding bodies aim to complete all Stage 1 and Stage 2 Appeals arising from the June examination series by 14 February in the following calendar year and on any examinations taken in other series to a comparable schedule.

Appeals against decisions made in cases of Malpractice

Introduction

Malpractice is a term used to describe all forms of irregularity or breaches of the regulations in examinations and assessments, e.g. plagiarism in coursework, the introduction of unauthorised material into the examination room or maladministration.

Appeals may be initiated against a sanction imposed by the awarding body in cases of malpractice. It is not possible to appeal against a decision to take no further action.

Who can appeal?

Heads of centres may appeal against sanctions affecting the centre or members of its staff (including contracted workers), and on behalf of candidates entered or registered through the centre.

Members of the centre's staff or personnel contracted to a centre (e.g. external invigilators) may appeal against sanctions imposed on them.

Private candidates may appeal against sanctions imposed on them.

Third parties who have been barred from taking examinations or assessments with an awarding body may appeal against that decision.

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the Head of Centre via the Examination team. The head of centre's decision as to whether to proceed with an appeal is final.

How to appeal

The candidate should approach the Examination team & notify them of their wish to appeal. The appeal request will be passed to the head of centre.

The head of centre will decide if the appeal should proceed.

If the appeal is lodged the head of centre or a member of staff should submit a written request for an appeal to the relevant awarding body.

Appeals must be made within two calendar weeks of receiving the malpractice decision. Awarding bodies will reject appeals made outside of this timescale.

The head of centre or member of staff submitting the appeal must set out as clearly as possible the grounds for the appeal and must submit any further evidence relevant to supporting the appeal.

Appeals must be based on reasonable grounds which relate to the incident in question. The following are accepted as reasonable grounds:

- The incident was not dealt with in accordance with the published procedures in the JCQ publication Suspected Malpractice in Examinations and Assessment;
- Further evidence (including medical evidence) has come to light which changes the basis of the decision.

The following do not, by themselves, constitute grounds for an appeal.

- The individual did not intend to cheat.
- The individual has an unblemished academic record.
- The individual could lose a university place.
- The individual regrets his/her actions.

Awarding bodies reserve the right to refuse to accept an appeal application at this point if there is no further evidence to consider and if the grounds for the appeal are weak or unjustified.

Timescales

All appeals will be dealt with as expeditiously as is consistent with a thorough exploration of the case.

Appeals relating to access arrangements and special consideration

Introduction

The awarding bodies recognise that there are some candidates who are prevented from demonstrating their achievement because of:

- A permanent or long-term disability, learning difficulty or medical condition;
- A temporary disability, illness or indisposition immediate to or at the time of the examination;
- English being a second or additional language;
- The immediate circumstances of the assessment.

Access arrangements are approved before an examination or assessment and are intended to allow attainment to be demonstrated.

Special consideration is given following an examination or assessment to ensure that a candidate who has a temporary illness, injury or indisposition or who is otherwise disadvantaged by the immediate circumstances of the examination, is given some compensation.

If the head of centre/private candidate disagrees with the decision made, a written request setting out the grounds for a Stage 1 Appeal should be forwarded to the relevant awarding body.

Who can appeal?

Appeals are accepted from:

- Heads of centres on behalf of a candidate or groups of candidates.
- Private candidates.

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the Head of Centre via the Examination team. The head of centre's decision as to whether to proceed with an appeal is final.

How to appeal

The candidate must make a representation to the Head of Centre via the Examination team.

Before undertaking an appeal, the head of centre may discuss the situation with the awarding body officers responsible for appeals. Such discussions will sometimes resolve the matter without recourse to appeal.

The appeal request must be made within 2 calendar weeks of receiving the original decision letter and should set out the grounds for the appeal. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.

What happens during a Stage 1 Appeal investigation?

The Stage 1 Appeals investigation involves a fresh examination of the case by a senior officer or officers of the relevant awarding body. The officer will not have had a previous connection with the case. The Stage 1 Appeal review will take into account the written submission from the appellant and will involve a review of all relevant guidance, any precedent and the procedures that were followed in arriving at the decision being appealed.

The awarding bodies will deal with Stage 1 Appeals as expeditiously as is consistent with a thorough exploration of the case. The outcome of the appeal will be reported as soon as it is available.

A letter containing the awarding body's decision and summarising the results of the Stage 1 Appeal review will be sent to the head of centre/private candidate when the Stage 1 Appeal review is complete.

Stage 2 Appeals

If the head of centre/private candidate disagrees with the outcome of the Stage 1 Appeal, a written request for a Stage 2 Appeal hearing should be sent to the relevant awarding body. The awarding body will make arrangements for a hearing before a Stage 2 appeals panel.

This appeal request should be made within two calendar weeks of receiving the outcome of the Stage 1 Appeal. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.

Further avenues of appeal

The decision of the Stage 2 panel regarding access arrangements refused prior to examinations will be final. The Examinations Appeals Board (EAB) does not hear appeals against decisions about Access Arrangements in advance of examinations.

The EAB may, at its discretion, be willing to hear such appeals after the issue of results. Heads of centres/private candidates should contact the EAB directly for further advice.

In relation to special consideration appeals, the EAB may, at its discretion, be willing to hear an appeal. Heads of centres should contact the EAB directly for advice. If the EAB declines to hear an appeal, the decision of the awarding body's Stage 2 appeals panel will be final.

Timescales

All appeals will be dealt with as expeditiously as is consistent with a thorough exploration of the case.

Review of administrative decisions

During the processing of any examination series, circumstances arise that cause awarding bodies to make decisions that may affect a candidate's results. Where these decisions involve an element of judgement, they may be subject to a review by awarding body officers. Heads of centres who are concerned by any such administrative decisions should contact the relevant appeals manager to discuss their concerns.

The more common types of administrative decisions which may be subject to review are listed below. Please note that this list is not exhaustive and other types of administrative decisions may also be subject to review.

- Decisions taken in cases of very late arrival
- Decisions taken in cases of missing scripts
- Decisions involving the use of estimated marks
- Decisions taken in relation to extensions to result enquiries

Appendix 4: Word Processor Policy

Students will be allowed to use a computer with a word processor with the spelling and grammar check/predictive text disabled where it is their normal way of working within the centre, unless an awarding body's specification says otherwise. This also includes an electronic braille or a tablet.

The word processor:

- ▶ must be used as a typewriter, not as a database, although standard formatting software is acceptable;
- ▶ must have been cleared of any previously stored data, as must any portable storage medium used. An unauthorised memory stick must not be used by a candidate. Where required, the centre must provide a memory stick to the candidate, which is cleared of any previously stored data;
- ▶ must be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where a candidate using a word processor is accommodated in another room, a separate invigilator will be required;
- ▶ must either be connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium. This must be done after the examination is over. The candidate must be present to verify that the work printed is his or her own. Word processed scripts must be attached to any answer booklet which contains some of the answers;
- ▶ must be used to produce scripts under secure conditions, otherwise they may be refused;
- ▶ must not be connected to an intranet or any other means of communication;
- ▶ must not give the candidate access to other applications such as a calculator spreadsheets, graphic packages unless permission has been given to use these;
- ▶ must not have any predictive text software or an automatic spelling and grammar check enabled unless the candidate has been permitted a scribe or is using speech recognition technology (a scribe cover sheet must be completed), or the awarding body's specification permits the use of automatic spell checking;
- ▶ must not include speech recognition technology unless the candidate has permission to use a scribe or relevant software;
- ▶ must not be used on the candidate's behalf by a third party unless the candidate has permission to use a scribe.

Appendix 5: Identification Procedure

- ▶ Before the start of the exam, invigilator to confirm the identity of the candidates using dated photographic ID, normally the candidate's college ID badge.
- ▶ Invigilators to mark any absent candidates clearly on the seating plan and report names to the Lead Invigilator.
- ▶ External / Private candidates are required to bring correctly dated photographic ID e.g. driving licence, passport.
- ▶ Lead Invigilator should report missing candidates to Exams Team to follow up.
- ▶ Candidates who arrive without suitable identification should be sent to Student Records / Reception to request them to check student is enrolled and print temporary college photographic ID.
- ▶ If necessary, a senior member of staff can be asked to assist e.g. where several are missing.

Appendix 6: Non-examination Assessment / Controlled Assessment Policy

What does this policy affect?

This policy affects the delivery of courses which contain a component(s) of non-examination assessment (NEA), controlled assessment (CA) and time-controlled assessment (TCA), including reformed GCE and GCSE qualifications.

Purpose of the policy

The purpose of this policy, as defined by JCQ, is to

- ▶ cover procedures for planning and managing non-examination assessments
- ▶ define staff roles and responsibilities with respect to non-examination assessments
- ▶ manage risks associated with non-examination assessments

[NEA 1]

Procedures for planning and managing non-examination assessments, identifying staff roles and responsibilities

Vice Principal for Quality

- ▶ Ensures the centre's *internal appeals procedures* clearly detail the procedure to be followed by candidates (or their parents/carers) appealing against internal assessment decisions (centre assessed marks) and requesting a review of the centre's marking

Head of Learning

- ▶ Ensure the correct conduct of non-examination assessments (including endorsements) which comply with awarding body subject-specific instructions
- ▶ Ensures procedures for internal standardisation as a consortium are followed.
- ▶ Understands the responsibility to immediately report to the relevant awarding body any alleged, suspected or actual incidents of malpractice involving candidates, teachers, invigilators or other administrative staff
- ▶ Is familiar with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures*
- ▶ Ensures that those members of teaching staff involved in the direct supervision of candidates producing non-examination assessment are aware of the potential for malpractice and ensures that teaching staff are reminded that failure to report allegations of malpractice or suspected malpractice constitutes malpractice in itself
- ▶ Confirms that appropriate awarding body forms and templates for non-examination assessments (including endorsements) are used by teachers and candidates
- ▶ Ensures appropriate procedures are in place to internally standardise/verify the marks awarded by subject teachers in line with awarding body criteria
- ▶ Ensures subject teachers understand their role and responsibilities within the non-examination assessment process
- ▶ Ensures relevant awarding body subject specific instructions are followed in relation to the conduct of non-examination assessments (including endorsements)
- ▶ Checks moderator reports and ensures that any remedial action, if necessary, is undertaken before the next examination series

Subject teacher

- ▶ Understands and complies with the general instructions as detailed in NEA
- ▶ Check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
- ▶ Where these may also be provided by the awarding body, understands and complies with the awarding body's specification for conducting non-examination assessments, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website
- ▶ Marks internally assessed work to the criteria provided by the awarding body
- ▶ Makes candidates aware of the criteria used to assess their work
- ▶ Identifies date(s) when tasks should be taken by candidates
- ▶ Accesses set tasks in sufficient time to allow planning, resourcing and teaching and ensures that materials are stored securely at all times
- ▶ Checks the awarding body's subject-specific requirements ensuring candidates take tasks under the required conditions and supervision arrangements
- ▶ Ensures there is sufficient supervision to enable the work of a candidate to be authenticated
- ▶ Ensures there is sufficient supervision to ensure the work a candidate submits is their own
- ▶ Where candidates may work in groups, keeps a record of each candidate's contribution
- ▶ When reviewing candidates' work, unless prohibited by the specification, provides oral and written advice at a general level to candidates

- ▶ Records any assistance given beyond general advice and takes it into account in the marking or submits it to the external examiner
- ▶ Ensures when work has been assessed, candidates are not allowed to revise it
- ▶ Refers to the awarding body's specification to determine where word and time limits apply/are mandatory
- ▶ Where collaboration / group work is allowed by the awarding body's specification, ensures that it is possible to attribute assessable outcomes to individual candidates and assesses the work of each candidate individually.
- ▶ Keeps signed candidate declarations on file until the deadline for enquiries about results has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later
- ▶ Where there may be doubt about the authenticity of the work of a candidate or if malpractice is suspected, follows the authentication procedures and malpractice information in NEA and informs the exams officer
- ▶ Obtains informed consent at the beginning of the course from students if videos or photographs/images of candidates will be included as evidence of participation or contribution
- ▶ When work is being undertaken by candidates under formal supervision and when it is submitted, ensures work is securely stored until the closing date for enquiries about results.
- ▶ Ensures that candidates' work is backed-up when completed on computer.
- ▶ Liaises with the IT Team to ensure that appropriate arrangements are in place to restrict access between sessions to candidates' work where work is stored electronically
- ▶ Escalates and reports any alleged, suspected or actual incidents of malpractice involving candidates to the Vice Principal.
- ▶ Marks and annotates candidates' work in accordance with the marking criteria provided by the awarding body
- ▶ Informs candidates of their marks which could be subject to change by the awarding body moderation process
- ▶ Indicates on work (or cover sheet) the date of marking
- ▶ Inputs and submits marks online accurately via the awarding body secure extranet site, keeping a record of the marks awarded to the external deadline.
- ▶ Provides the moderation sample and authentication of candidates' work by the deadline, including a record of names and candidate numbers for candidates whose work was included in the moderation sample.
- ▶ Works with the SENCo to ensure any access arrangements for eligible candidates are applied to assessments

Exams Manager

- ▶ Signposts the annually updated JCQ publication *Instructions for conducting non-examination assessments* to relevant centre staff
- ▶ Carries out tasks where these may be applicable to the role in supporting the administration/management of non-examination assessment
- ▶ Is aware of the individual post-results services available for externally assessed and internally assessed components of non-examination assessments as detailed in the JCQ publication *Post Results Services (Information and guidance to centres...)*
- ▶ Provides/signposts relevant centre staff and candidates to post-results services information
- ▶ Ensures the awarding body's attendance register for any externally assessed component is completed correctly and, if relevant, despatched to an awarding body's examiner with the work. Keeps a copy of the attendance register until after the deadline for enquiries about results for the exam series
- ▶ Ensures that for postal moderation
 - ▶ work is dispatched in packaging provided by the awarding body
 - ▶ moderator label(s) provided by the awarding body are affixed to the packaging
 - ▶ proof of dispatch is obtained and kept on file until the successful issue of final results
- ▶ Ensures any sample returned after moderation is logged and returned to the subject teacher for secure storage and required retention.
- ▶ Where a candidate is eligible for special consideration, submits the required form or application for via the awarding body's secure extranet site to the prescribed timescale
- ▶ Keeps required evidence on file to support the application

IT Team

- ▶ Ensures appropriate arrangements are in place to restrict access between sessions to candidates' work where work is stored electronically

Special educational needs coordinator (SENCo)

- ▶ Follows the regulations and guidance in the JCQ publication *Access Arrangements and Reasonable Adjustments*
- ▶ Where arrangements do not undermine the integrity of the qualification and is the candidate's normal way of working, will ensure access arrangements are in place and awarding body approval, where required, has been obtained prior to assessments taking place
- ▶ Makes subject teachers aware of any access arrangements for eligible candidates which need to be applied to assessments
- ▶ Works with subject teachers to ensure requirements for access arrangement candidates requiring the support of a facilitator in assessments are met

Practical Skills Endorsement for the A Level Sciences designed for use in England

Vice Principal

- ▶ Provides a signed declaration as part of the National Centre Number Register Annual Update, that all reasonable steps have been or will be taken to ensure that all candidates at the centre have had, or will have, the opportunity to undertake the prescribed practical activities
- ▶ Ensures new lead teachers undertake the required training provided by the awarding body on the implementation of the practical endorsement

Head of Learning / Teaching and Learning Manager

- ▶ Confirms understanding of the *Practical Skills Endorsement for the A Level Sciences designed for use in England*
- ▶ Undertakes training provided by the awarding body on the implementation of the practical endorsement
- ▶ Disseminates information to subject teachers ensuring the standards can be applied appropriately

Subject teacher

- ▶ Ensures all the requirements in relation to the endorsement are known and understood
- ▶ Ensures the required arrangements for practical activities are in place
- ▶ Provides all the required centre records
- ▶ Ensures candidates provide the required records
- ▶ Provides any required information to the subject lead regarding the monitoring visit
- ▶ Assesses candidates using Common Practical Assessment Criteria (CPAC)
- ▶ Applies for an exemption where a candidate cannot access the practical endorsement due to a substantial impairment
- ▶ Follows the awarding body's instructions for the submission of candidates *Pass or Not Classified* assessment outcome

Exams Officer

- ▶ Follows the awarding body's instructions for the submission of candidates *Pass or Not Classified* assessment.

Spoken Language Endorsement for GCSE English Language specifications designed for use in England

Vice Principal

- ▶ Provides a signed declaration as part of the National Centre Number Register Annual Update, that all reasonable steps have been or will be taken to ensure that all candidates at the centre have had, or will have, the opportunity to undertake the Spoken Language endorsement

Head of Learning / Teaching and Learning Manager

- ▶ Ensures the appropriate arrangements are in place for internal standardisation of assessments
- ▶ Confirms understanding of the *Spoken Language Endorsement for GCSE English Language specifications designed for use in England*
- ▶ Ensures the required task setting and task taking instructions are followed by subject teachers
- ▶ Ensures subject teachers assess candidates, either live or from recordings, using the common assessment criteria
- ▶ Ensures for monitoring purposes, audio-visual recordings of the presentations of a sample of candidates are provided

Subject teacher

- ▶ Ensures all the requirements in relation to the endorsement are known and understood
- ▶ Follows the required task setting and task taking instructions
- ▶ Assesses candidates, either live or from recordings, using the common assessment criteria
- ▶ Provides audio-visual recordings of the presentations of a sample of candidates for monitoring purposes
- ▶ Follows the awarding body's instructions for the submission of grades (*Pass, Merit, Distinction or Not Classified*) and the storage and submission of recordings

Exams Officer

- ▶ Follows the awarding body's instructions for the submission of grades and the storage and submission of recordings.

Appendix 7: Claims procedure

1. Curriculum area to complete the claim form provided by awarding organisation, or the colleges internal claim form, indicating correct qualification, student names, units and grades.
2. Curriculum area to conduct a check of accuracy to ensure that:
 - a. Qualification name and student names correspond with record of enrolled students on MIS system (ProSolution).
 - b. Units and grades entered correspond with the internal tracker of the curriculum area.
3. Claim forms must be signed by the IV and HOL / TLM.
3. Curriculum area passes claim form to Exams team at least one week before awarding organisation deadline. Curriculum team must also highlight any claims which are still outstanding and the reason for this.
4. Exams conduct check of accuracy to ensure:
 - a. Qualification name and student names correspond with enrolled students on MIS system (ProSolution)
 - b. Modules claimed correspond with enrolled qualification
5. Exams team process claim on awarding organisation portal and conduct a second check for accuracy of data entry before submitting.
6. Exams team file claim record securely, for future reference.
7. Exams team check that correct certificate has been generated the following day (if relevant).