

CHICHESTER COLLEGE GROUP EXAMINATIONS POLICY

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1. Purpose of policy

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, in compliance with JCQ and awarding organisation regulations.

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

2. Exam responsibilities

2.1 The head of centre:

- has overall responsibility for the college as an exams centre
- Is responsible for ensuring that the college complies with all relevant JCQ and awarding organisation regulations.
- is responsible for reporting all suspected or actual incidents of malpractice as defined in *Suspected malpractice in examinations and assessments* (JCQ). Chichester College Group procedures for addressing suspected malpractice are described in the Assessment policy.

2.2 Senior Exams Manager:

- The Director of Information and Funding will ensure that he or one of his Deputy Directors is available to manage emergency requests from awarding bodies that are results-related during the summer vacation.
- The Deputy Director for Information and Funding (Learner Services) is operationally responsible for all exams functions across Chichester College Group and for ensuring that exams teams comply with published examination regulations.
- The Deputy Director for Information and Funding (Learner Services) accounts for income and expenditures relating to all exam costs/charges.

2.3 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 non-examined assessments / 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' non-examined assessments / 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 submits 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

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

- deciding upon the qualifications to be offered at the centre, in liaison with the head of centre
- ensuring 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.
- ensuring that course leaders and lecturers complete accurate and timely exam registration requests through the College's student records system
- ensuring accurate completion of non-examined assessment / controlled assessment mark sheets and declaration sheets and adherence to deadlines as set by the exams officer
- ensuring teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work;
- ensuring that claims are rigorously checked and countersigned before submission to exams team
- ensuring that the exams office is informed of changes to a specification by the end of June (or 8 weeks before the start date of courses which start mid-year.)
- guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.

2.5 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

2.6 Lecturers/Teachers are responsible for:

- confirming which candidates should be entered for a qualification, in consultation with the Heads of Learning / Teaching and Learning Manager
- supplying information on entries, non-examined assessment and controlled assessments as required by the Head of Learning / Teaching and Learning Manager and/or Exams Manager.
- thoroughly checking claims forms before submission to TLM / Head of Learning and submission to the Exams team.

2.7 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.

2.8 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.

2.9 Candidates are responsible for:

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

3. Registrations

To ensure all learners are correctly registered for assessments with the relevant Awarding Organisation in a timely and accurate manner, meeting AO deadlines and minimising the risk of late fees, candidate ineligibility, data errors, or maladministration, requests for exam registrations must be submitted through the College's management information system in line with the College's procedures described in Appendix 9.

4. Entries, entry details and late entries

- 4.1 Candidates cannot request a subject entry, change of level or withdrawal unless agreed by lecturer/teacher.
- 4.2 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.
- 4.3 The centre does not act as an exams centre for other organisations.
- 4.4 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.
- 4.5 Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation of Heads of Learning / Teaching and Learning Manager / Subject Lead.

5. Exam fees

- 5.1 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.

5.2 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

5.3 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 2025-26:

- 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

5.4 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

5.5 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.

5.6 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.

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

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

5.9 Fees are not sought from candidates:

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

6. On-demand assessments

Bookings for on-demand assessments must follow procedures defined by the CCG Exams Service Level Agreement (Appendix 11) in order to ensure that the Exams team have sufficient notice and the capacity to manage the volume of demand for assessments.

7. Equality legislation

All exam centre staff must ensure that they meet the requirements of 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.

8. Access arrangements

- 8.1 The college will ensure that its Assessor has the time and training to comply with the requirements of the JCQ regulations Access Arrangements and Reasonable Adjustments.
- 8.2 The Assessor is responsible for informing subject teachers of candidates with special educational needs and any special arrangements that individual candidates will need in any assessments/exams.
- 8.3 Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the Examinations Manager.
- 8.4 Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Examinations Manager.
- 8.5 Rooming for access arrangement candidates will be arranged by the Examination Team.
- 8.6 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.

9. Contingency planning

- 9.1 Contingency planning for exams administration is the responsibility of the Deputy Director for Information and Funding.
- 9.2 Contingency plans are available via email and the college intranet and are in line with the guidance provided by Ofqual, JCQ and awarding organisations.

10. Managing invigilators

- 10.1 Bank invigilators will be used to invigilate external examinations, except on occasions when the volume of demand exceeds the supply of invigilators, when internal staff will be required to support. Examination team members may also work for the college as bank invigilators but cannot submit claims for invigilation work conducted during their normal working hours. Any invigilation conducted by an exams team member during the working week (9am-5pm) must be approved in advance by their line manager.
- 10.2 Recruitment of invigilators is the responsibility of the Examinations Manager.
- 10.3 Examination managers are responsible for ensuring that invigilators receive appropriate training for the role and must maintain a record of training provided which can be shown to inspectors and awarding organisations as required. They must ensure that:
 - Invigilator training is delivered annually before the November GCSE retake exams.
 - Completion of training is recorded and invigilators are not used in an academic year until training has been completed.
 - Training includes annual JCQ updates and changes
 - Invigilators complete CCG mandatory modules, including safeguarding and invigilation.
 - In addition, new invigilators are required to complete an induction programme which includes shadowing of experienced invigilators before they can be asked to lead an exam themselves.

11. Malpractice

- 11.1 Candidates will be notified about and warned against malpractice in a range of ways:
 - a. The college's Exams sites on the student intranet which include all relevant JCQ warnings and notifications;
 - b. Exam entry emails which link to the intranet site;
 - c. The Colleges parent / carer portal which publishes the same information to parents and carers.
- 11.2 The head of centre in consultation with Heads of Learning/Examinations Manager is responsible for investigating suspected malpractice.
- 11.3 A full statement of CCG malpractice policy and procedures is to be found in the Assessment Policy.

12. Conflicts of interest

12.1 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;

12.2 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.

12.3 The Examination Manager 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.

12.4 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.

12.5 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.

13. Exam day arrangements

13.1 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.

13.2 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.

13.3 The invigilator will start, supervise and finish all exams in accordance with JCQ guidelines.

13.4 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.

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

13.6 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.

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

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

14. Candidates

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

14.2 The candidates must bring their college ID card or other form of photographic ID which the invigilator will use to check their ID.

- 14.3 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.
- 14.4 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. To maintain the integrity and security of the examination environment, students wearing hats or headgear will be asked to comply with a brief visual check at the start of the exam to confirm student identify and ensure that the student is not wearing earphones. Any headwear that obscures the face or ears must be adjusted on request so that identity can be verified and ears can be checked. Students wearing hoodies will be asked to complete the exam with their hood down.
- 14.5 Candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.
- 14.6 Disruptive candidates are dealt with in accordance with JCQ guidelines and college procedures.
- 14.7 The Examinations Manager will be responsible as necessary for supervising escorts, identifying a secure venue and, if necessary, arranging overnight stays.

15. Special consideration

- 15.1 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.
- 15.2 The candidate must support any special consideration claim with appropriate evidence within seven days of the final exam.
- 15.3 The Exams Manager will make a special consideration application to the relevant awarding body in advance of the awarding organisation deadline.

16. Claims and internal assessment

- 16.1 It is the duty of Heads of Learning to ensure that all claims for internal assessment are submitted accurately and punctually to the Exams Office in line with the claims procedures in Appendix 10.
- 16.2 A thorough check must be made on the accuracy of data by a curriculum manager who must countersign before claims are submitted to the exams office.
- 16.3 A second thorough check must be made on the accuracy of data by the exams office before claims are submitted to awarding organisations.
- 16.4 Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document.
- 16.5 Heads of Learning are responsible for ensuring that 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.

17. Results

- 17.1 Candidates will receive individual exam results on results days,
- *in person at the centre or*
 - *by email; or*
 - *by secure online portal; or*
 - *posted (second class)*
- 17.2 Arrangements for the centre to be open on results days are made by the Senior Management Team, including the provision of the necessary staff.
- 17.3 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.

18 Post results services

- 18.1 Candidates will be informed of any fees associated with post-results services or awarding body appeals before submission.

- 18.2 **Enquiries about Results (EAR)** 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.
- 18.3 All processing of EARs will be the responsibility of the exams team, following JCQ guidance.
- 18.4 The cost of EARs will be paid by the candidate. All decisions as to whether to make an application for an EAR will be made by the candidate with advice from the subject lecturer/teacher.
- 18.5 If a candidate is not satisfied with the outcome of an EAR, they may seek to appeal and the College will respond by following the its Examination Appeals Procedure (EAP).
- 18.6 **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.
- 18.7 Re-marks cannot be applied for once an original script has been returned.
- 18.8 The cost of ATSs will be paid by the candidate.
- 18.9 Processing of requests for ATS will be the responsibility of exams team.

19 Examination Appeals Procedure

- 19.1 In line with the JCQ General Regulations for Approved Centres (Sections 5.3 and 5.8), the college will maintain an Examination Appeals Procedure (see Appendix 3). This procedure ensures transparency and fairness in handling disputes related to examination decisions. It provides a formal mechanism for resolving disagreements between the centre and candidates (or their parents/carers) regarding:
 - Internal assessment decisions (centre-assessed marks).
 - Centre decisions not to support an application for a post-results service (clerical re-check, review of marking, review of moderation).
 - Other administrative decisions affecting examination outcomes.
- 19.2 Appeals must be considered promptly, fairly, and in accordance with JCQ regulations.
- 19.3 Candidates and parents/carers must be informed of this procedure in advance of the publication of examination results and whenever relevant decisions are communicated.
- 19.4 The centre will not obstruct a candidate’s right to request an appeal but will ensure that all appeals are based on valid grounds under JCQ rules.

20 Certificates

- 20.1 Exam certificates are posted to students’ home address by second class post promptly after they are received by the college. Candidates are responsible for keeping the College informed of any change of address, otherwise they will incur a fee of £10 postage if Exams have to re-post the certificate to a new address.
- 20.2 The exams team will keep a record of when the certificates are posted.
- 20.3 Any certificates which are returned to sender or which are unclaimed for another reason are retained for one year. Students are notified in advance that certificates will be confidentially destroyed if not collected after a year. They will be destroyed in a confidential manner. A record of certificates that have been destroyed will be retained for four years from their date of destruction. This record should list the candidate number, the awarding body, the qualification(s) and the examination series.
- 20.4 Candidates will be informed that a new certificate will not always be issued by an awarding organisation. In such circumstances the awarding body will issue a Certifying Statement of Results.

22. 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: Learner Services

Approval level	Group Leadership Team
Approval date	19/03/26
Review cycle	Annual
Next review	March 2027

Appendix 1: Exam Contingency Plan 2025/26 - 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

In line with the JCQ General Regulations for Approved Centres (Sections 5.3 and 5.8), the college will maintain and publish a written Examination Appeals Procedure. This procedure ensures transparency and fairness in handling disputes related to examination decisions.

Purpose

The Appeals Procedure provides a formal mechanism for resolving disagreements between the centre and candidates (or their parents/carers) regarding:

- Internal assessment decisions (centre-assessed marks).
- Centre decisions not to support an application for a post-results service (clerical re-check, review of marking, review of moderation).
- Centre decisions relating to access arrangements, reasonable adjustments, or special consideration.
- Other administrative decisions affecting examination outcomes.

Principles

- Appeals must be considered promptly, fairly, and in accordance with JCQ regulations.
- Candidates and parents/carers must be informed of this procedure in advance of the publication of examination results and whenever relevant decisions are communicated.

- The centre will not obstruct a candidate’s right to request an appeal but will ensure that all appeals are based on valid grounds under JCQ rules.

Stages of the Procedure

1. Informal Resolution
 - a. The candidate (or parent/carer) should first discuss concerns with the Exams Officer or relevant staff member to seek clarification and resolution.
2. Formal Internal Appeal
 - a. If disagreement persists, the candidate (or parent/carer) may submit a written appeal using the college’s Internal Appeals Form within the published deadlines:
 - i. 30 calendar days of receiving the outcome of a review of results.
 - ii. 14 calendar days of receiving a decision on special consideration, or malpractice.
[\[jcq.org.uk\]](http://jcq.org.uk)
 - b. The appeal will be reviewed by a senior leader not previously involved in the decision.
3. Escalation to Awarding Body
 - a. If the centre and candidate (or parent/carer) cannot agree on whether an appeal should be submitted to the awarding body, the matter will be referred to the Head of Centre for a final internal decision.
 - b. Where the Head of Centre upholds the candidate’s request, the centre will submit the appeal to the awarding body on the candidate’s behalf.
 - c. Where the Head of Centre does not uphold the request, the candidate will be informed in writing of the reasons and provided with JCQ guidance on alternative options.

Costs

- Candidates will be informed of any fees associated with post-results services or awarding body appeals before submission.

Examination Appeals Form

Further Education College – Examination Appeals Procedure

Section A: Candidate Details

Candidate Name:	
Candidate Number:	
Course/Subject:	
Awarding Body:	

Section B: Appeal Details

Type of Appeal (tick one):

- Review of Centre-Assessed Marks
- Post-Results Service (e.g., Review of Marking)
- Access Arrangements / Special Consideration
- Other (please specify): _____

Date of Decision Being Appealed: _____

Reason for Appeal (please provide full details):

Section C: Supporting Evidence

(Attach any relevant documentation, e.g., correspondence, assessment records.)

Section D: Candidate Declaration

I confirm that the information provided is accurate and that I understand the college's Examination Appeals Procedure.

Signature: _____

Date: _____

Section E: For Office Use Only

Date Appeal Received:	
Reviewed By:	
Outcome:	<input type="checkbox"/> Appeal Upheld <input type="checkbox"/> Appeal Not Upheld
Comments:	
Date Candidate Notified:	

Appendix 4: Word Processor Policy

Students will be allowed to use a computer with a word processor 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, laptop or a tablet.

Invigilators must be aware of the following JCQ regulations relating to the use of a word processor in an examination.

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 work under secure conditions, otherwise they may be refused;
- must not give the candidate access to other applications such as a calculator (where prohibited in the examination), email, the Internet, social media sites, spreadsheets
- must not include graphic packages or computer aided design software unless permission has been given to use these
- must not include Artificial Intelligence (AI) tools
- must not have any predictive text software or an automatic spelling and grammar check enabled unless this is permitted as an approved exam access arrangement, or the awarding body's specification permits the use of automatic spell checking;

- not include speech recognition technology unless the candidate has permission to use a scribe (a scribe cover sheet must be completed)
- must not be used on the candidate's behalf by a third party unless the candidate has permission to use a scribe (a scribe cover sheet must be completed)
- must be in good working order at the time of the examination
- laptops and tablets must be checked to ensure that the battery capacity is sufficiently charged for the entire duration of the examination (if used without power points)
- must not be used to perform skills which are being assessed

Candidates must be reminded to ensure that their centre number, candidate number and the unit or component code appear on each page as a header or footer: e.g. 12345/8001 – 6391/01.

If a candidate is using a software application which does not allow for the insertion of a header or footer - once the candidate has completed the examination and printed off their typed script, they must handwrite their details as a header or footer. The candidate must be supervised to ensure that they are solely performing this task and not re-reading their answers or amending their work in any way.

Each page of the typed script must be numbered, e.g. page 1 of 6.

Invigilators must remind candidates to save their work at regular intervals if the word processing application being used does not autosave at regular intervals.

Appendix 5: Bilingual Dictionary Policy

In accordance with the JCQ *Instructions for Conducting Examinations and Access Arrangements and Reasonable Adjustments* guidance:

Eligibility

- Candidates whose first language is not English, Irish, or Welsh may use a bilingual translation dictionary in certain examinations, provided this reflects their normal way of working.
- The use of bilingual dictionaries is not permitted in examinations assessing English Language, English Literature, or subjects where translation would compromise the integrity of the assessment (e.g., Geography, History, Religious Studies).
- Monolingual dictionaries, glossaries, word lists, or electronic translators are not allowed. Dictionaries must not contain pictures, explanations, or clarifications of words or phrases. [hants.gov.uk]

Access Arrangement Approval

- Where the use of a bilingual dictionary is an approved access arrangement, this must be recorded in the candidate's access arrangements profile in line with JCQ requirements.
- Candidates may also be entitled to 25% extra time in rare and exceptional circumstances, such as recent arrival in the UK with no prior knowledge of English, subject to JCQ criteria.

Responsibility for Provision

- The Examinations Team is responsible for ensuring that clean, unannotated copies of bilingual dictionaries are available for candidates with this approved arrangement.
- Dictionaries must be checked prior to each examination to confirm compliance with JCQ regulations (i.e., no notes, translations, or prohibited content).

Candidate Instructions

- Candidates must not bring their own bilingual dictionaries unless explicitly authorised and verified by the examinations team.

Appendix 6: 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 7: Non-examination Assessment / Controlled Assessment Policy

Scope

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.

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

- Ensures the correct conduct of non-examination assessments (including endorsements) which comply with awarding body subject-specific instructions
- Ensures procedures for internal standardisation 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 JCQ's *Instructions for conducting non-examination assessments*
- Checks 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 Manager

- 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

Authentication of student work

- On each assignment, students must sign that the work submitted is their own and teachers / assessors should confirm that the work assessed is solely that of the student concerned and was conducted under required conditions.
- If the student hands in an assignment and teachers suspect it is not the student's own work, the matter should be reported to the Teaching and Learning Manager, who must proceed in accordance with the Academic Malpractice section (14 and 15) of the Assessment policy.

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 Manager

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

Appendix 8: Registration Procedure

Purpose

To ensure all learners are correctly registered for assessments with the relevant Awarding Organisation (AO) in a timely and accurate manner, meeting AO deadlines and minimising risk of late fees, candidate ineligibility, data errors, or non-compliance.

Scope

This section applies to all FE and adult programmes, including (but not limited to) GCSEs, Functional Skills, BTEC/CTEC, City & Guilds, AAT, Access to HE, and any qualification requiring formal entry or registration with an AO.

Principles

- **Single source of truth:** The College's Management Information System (MIS) is the authoritative system for candidate data and exam registrations.
- **Timeliness:** Curriculum staff must submit registration requests in a timely way so the Exams and Team can process and validate entries before AO deadlines.
- **Accuracy:** Entries must align to the correct Programme /Qualification, Unit/Component, Level, Series/Window, and AO code(s), with verified candidate identity and funding eligibility where applicable.

- **Auditability:** All actions must be traceable in the MIS with user, date/time stamp, and saved documentation.

Curriculum Responsibilities (Course Leaders/Assessors):

- Initiate and submit exam registration requests via the MIS using the approved electronic forms/workflows.
- Ensure complete and accurate candidate information (programme/aim code, unit codes, and series/session).
- Adhere to the internal submission timelines below.
- Train new staff in registration procedure.

Exams team responsibilities

- Register students on awarding organisation portal.
- Conduct a check before submitting registrations to awarding organisation to ensure:
 - programme/aim code, unit codes, and series/session on awarding organisation portal corresponds with qualification name on MIS system.
 - student names correspond with enrolled students on MIS system (ProSolution)
- The examinations manager will conduct a monthly audit of the MIS to identify enrolled and attending students with a pending registration for a non-series examination.
- The examinations manager will contact curriculum leaders with pending registrations reminding them of the deadlines below and requiring them to follow the procedures for requesting exam registrations on the college's MIS.
- The examinations manager will escalate concerns to the Deputy Director of Information and Funding and Vice Principal if curriculum teams miss registration deadlines.

Requests to register with a new awarding organisation

Curriculum teams are responsible for seeking approval to deliver qualifications from new awarding organisations, with support from the Quality team. They must submit their request for approval as early as possible, to ensure that there is time to gather the evidence required by awarding organisations before registration can be approved.

- Curriculum teams must gain awarding body approval at least eight working weeks before the date of the first assessment.
- Curriculum teams must give initial notification to exam team of intention to register students with a new awarding organisation at least eight working weeks before the date of the first assessment.
- Exams team and tutor, assessor and IQA to hold face to face meeting with course leader to clarify requirements and confirm precise qualification / units.
- Curriculum teams must submit registration requests via ProSolution Web at least four working weeks before the date of the first assessment.

Timelines and Deadlines

To meet AO obligations and allow for validation and query resolution, curriculum staff must submit registration requests in the MIS no later than:

- Standard series (e.g., November/January/June): see CCG Exams Booking Service Level Agreement for specific dates. Normally internal cut-off is 20 days before the relevant AO standard entry deadline.
- On-demand/modular or rolling windows: Internal cut-off: 20 working days before the first test date.
- Resits/late additions: Internal cut-off: 5 working days before the AO late entry deadline (note: late fees may apply).

Appendix 9: Claims procedure

1. Exams teams issue instructions for making claims in June, including the claim forms and deadlines
2. 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.

3. Curriculum area to conduct a check of accuracy to ensure that:
 - 3.1 Qualification name and student names correspond with record of enrolled students on MIS system (ProSolution).
 - 3.2 Units and grades entered correspond with the internal tracker of the curriculum area.
4. Claim forms must be signed by the IV and HOL / TLM.
5. 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.
6. Head of Learning to conduct check that all claims have been submitted before staff go on summer annual leave.
7. Exams conduct check of accuracy to ensure:
 - 7.1 Qualification name, component and student names correspond with enrolled students on MIS system (ProSolution)
 - 7.2 Modules claimed correspond with enrolled qualification
8. Exams team process claim on awarding organisation portal and conduct a second check for accuracy of data entry before submitting.
9. Exams team file claim record securely, for future reference.
10. Exams team check that correct certificate has been generated the following day (if relevant).

Appendix 10: Chichester College Group Exams Booking Service Level Agreement 2025-26 Awarding body registration deadlines

Below are the awarding bodies who charge late fees if candidates are not registered on or before these deadlines.

Awarding Body	Registration deadline	Jan Exam Entry deadline	June Exam entry deadline
BTEC/Cam Tech	10 October 2025	10 October 2025	13 March 2026
UAL	7 November 2025		
Laser (Access to HE)	3 October 2025		

In all other instances, registrations must take place 20 working days prior to assessment of students. Registrations for full-time 16-18 provision using on-demand exams must be requested by 14 November 2025.

Requests to register with a new awarding organisation

Curriculum teams are responsible for seeking approval to deliver qualifications from new awarding organisation, with support from Quality team. They must submit their request for approval as early as possible, to ensure that there is time to gather the evidence required by awarding organisations before registration can be approved.

- Curriculum teams must gain awarding body approval at least eight working weeks before the date of the first assessment.
- Curriculum teams must give initial notification to exam team of intention to register students with a new awarding organisation at least eight working weeks before the date of the first assessment.
- Exams team and tutor, assessor and IQA to hold face to face meeting with course leader to clarify requirements and confirm precise qualification / units.
- Curriculum teams must submit registration requests via ProSolution Web at least four working weeks before the date of the first assessment.

Requests to register learners on a new qualification with an existing awarding organisation

Curriculum teams are responsible for seeking approval to deliver qualification from new awarding organisation, with support from Quality team. They must submit their request for approval as early as possible, to ensure that there is time to gather the evidence required by awarding organisations before registration can be approved.

- Curriculum teams must gain awarding body approval at least six working weeks before the date of the first assessment.
- Curriculum teams must give initial notification to exam team of intention to register students with a new awarding organisation at least six working weeks before the date of the first assessment.
- Exams team and tutor, assessor and IQA to hold face to face meeting with course leader to clarify requirements and confirm precise qualification / units.
- Curriculum teams must submit registration requests via ProSolution Web at least four working weeks before the date of the first assessment.

Notice period for all 'On Demand' Exams (e.g. City and Guilds, BPEC, VTCT, AAT, Entry Level FS etc.)

- Paper exams – 3 weeks
- Online exams – 2 weeks
- Department exams (internally invigilated) – 1 week

Entry Level Functional Skills

- Entry level FS papers must be returned to the exams team for secure storage on the day the exam is sat.

English and Maths GCSE

Please note that except for awarding body set exams, no other exams to be booked in the morning of the following exams. Additional restrictions may exist at individual colleges.

Maths			
Paper 1	14/05/26	Thursday	AM
Paper 2	03/06/26	Wednesday	AM
Paper 3	10/06/26	Wednesday	AM
English			
Paper 1	21/05/25	Thursday	AM
Paper 2	05/06/25	Friday	AM