



# Examinations Policy

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## Key staff involved in the exams policy

Centre Name	Stoke Damerel Community College
Centre Number	54431
Date policy first created	24/10/2025
Current policy approved by	Stephen Gill
Current policy reviewed by	Stephen Gill
Date of next review	31/10/2026

### Key staff involved in the policy

<b>Role</b>	<b>Name</b>
Head of Centre	Anita Frier
Senior leader(s)	Matthew Oakes, Stephen Gill, Daniel Cole, Simon Kelly, Sam Rogers
Exams officer	Daniel Smith - Campus Examinations Manager
ALS lead/SENCo	Kay Lewis-Tuxford
Other staff (if applicable)	Emma Phillips - Deputy Campus Examinations Manager Amanda Dolber - Examinations Assistant Nina Hughes-Williams - Examinations Assistant

## **Policies not included in this document**

Type of Policy/Procedure	School / Trust	Location
A written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements	School Specific	School website: <a href="https://www.sdcc.net/content/?pid=37&amp;contentid=1">https://www.sdcc.net/content/?pid=37&amp;contentid=1</a>
A written complaints policy	School Specific	School website: <a href="https://www.sdcc.net/content/?pid=37&amp;contentid=1">https://www.sdcc.net/content/?pid=37&amp;contentid=1</a>
A written conflicts of interest policy	Trust Wide	GLT Staff Code of Conduct - page 7
A written cyber security policy In addition the Exams Manager will ensure that all Centre Staff with Exams Systems Access are up to date with their Cyber Security Training	Trust Wide	GLT Cyber Security Procedures Policy
A written data protection policy	Trust Wide	GLT Data Protection Policy GLT Data Retention Procedure GLT Data Breach Procedure
A written equalities policy	Trust Wide	GLT Equalities Policy
A written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).	Trust Wide	GLT Whistleblowing Policy - Section 2 GLT Artificial Intelligence Procedure GLT Cyber Security Policy School Privacy Policies
A written whistleblowing policy	Trust Wide	GLT Whistleblowing Policy

**\*All GLT policies can be found here:**

<https://sites.google.com/myglt.uk/intranet/policies/trust-policies>

# **Examination Delivery Policy**

## **The Policy Purpose**

The purpose of this examination policy is:

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

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

The examination policy will be reviewed every two years by the Head of Centre and the Examinations Manager.

## **Examinations Responsibilities**

### **Head of Centre – Anita Frier – Head Teacher**

Overall responsibility for the school as an examination centre:

- Ensuring all exams and assessments are conducted according to the instructions and the qualification specifications issued by the awarding bodies.
- To appoint an Examinations Officer to act on behalf of the centre in matters relating to the admin of awarding body exams and assessments.
- To appoint an access arrangements assessor who has successfully completed a post-graduate course or equivalent to Level 7, including at least 100 hours relating to individual specialist assessment (see JCQ Orange booklet for more information).
- Advice on appeals and enquiry about results.
- Is responsible for reporting all suspicions or actual incidents of malpractice to the Exam Board, following JCQ regulations.
- To ensure suitable accommodation is available for all exams.
- For all exam administration the Exams Office will sign on behalf of the Head of Centre.
- Manage the administration of public and internal exams and examination results:

- Advise the senior leadership team, subject leaders, class teachers and other relevant support staff on annual exam timetables and application procedures as set by the various exam boards.
- Oversees the production and distribution to school staff, governors and candidates of the seasonal calendar for all exams in which candidates will be involved and communicate regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them.
- Liaise with teaching staff to ensure that necessary NEA is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on intention to enter/estimated entries as required.
- Receives, checks and securely stores all exam papers and completed scripts.
- Ensures the correct AA SEN forms are kept in the exams office for inspections and SEN themselves retain the complete set of assessment forms.
- Makes applications for special consideration using the JCQ regulations and Guidance relating to candidates.
- Identifies and manages exam timetable clashes.
- Recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Monitor Subject Leaders in the submission of candidates' NEA marks. Track and despatch NEA and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any ROM (Review of Marking) and ATS (access to scripts) requests.
- Maintains and develops systems and processes to support the timely entry of candidates for their exams.
- To complete the 2nd pair of eyes document.

## **Subject Leaders/Teachers**

- To complete, check and confirm entry requirement forms in July, for all exams expected to take place in the next academic year.
- Submit accurate entries to the Exams Office and check regularly that the entries are correct, informing the Exams Office of any/all amendments by email.
- Confirmation of access arrangement requirements (as soon as possible after the start of the course). Liaising with SEN to ensure information is up to date and accurate.
- Ensures all JCQ and exam board procedures are followed for the conduct of NEAs/practicals.
- To store securely all NEAs (Non-Examination Assessments) until after the Review of Marking deadline date has passed.

## **SEN Department**

- To lead the access arrangements, process within the centre.
- Identification and testing of candidates (inc Hearing Impaired students), collection of evidence per subject regarding requirements for access arrangements.
- Provision of additional support - with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment - to help candidates achieve their course aims.
- Administers all online applications for access arrangements as per Exam Board and JCQ procedures.
- Ensures the Exams Spreadsheet is kept up to date with accurate information.
- Liaises with the Exams Office prior to each exam session to ensure everyone is aware of the student requirements, for both internal and external exams.
- Ensure SEN exam rooms are used in accordance with JCQ guidelines.
- Ensure level of assessor qualification meets JCQ guidelines.

## **Invigilators**

- Collection of exam papers and other material from the Exams Office before the start of the exam.
- Checking the papers are correct for the scheduled session taking place, prior to opening.
- Collection of all exam papers in the correct order at the end of the exam and their return to the Exams Office.
- Management and organisation of student desk cards.
- Ensuring all aspects of the exam procedures for the start, duration and end of exam are observed and follow the JCQ guidelines.
- Invigilator training attendance.
- To complete the 2nd pair of eyes document.

## **Candidates**

- Understanding NEA/controlled assessment regulations and signing a declaration that authenticates the work as their own.
- Understanding the expected code for uniform, behaviour, the rules/regulations and the consequences for the use of mobile phones and any other electronic devices e.g. watches, as communicated via letter home, assemblies and tutor sessions and exam notice board.
- To arrive for all exams on time with the correct equipment.

## **Main Office Administration**

- Posting of exam papers, using Proof of Posting (as completed by exams office).
- Informing personnel of deliveries made to the centre for the attention of the Exams Office, ensuring delivery is made in a timely manner.
- Maintain a log of all tracked exam parcels received for sign in and complete parcel log for materials sent to Exam Boards.

## Qualifications

### Qualifications offered

- The qualifications offered at Stoke Damerel Community College are decided by the Head Teacher, on the recommendations of Subject Leaders.
- The qualifications offered are GCE, GCSE, BTEC.
- Informing the Exams Office of changes to a specification is the responsibility of the Subject Leaders.
- Decisions on whether a candidate should be entered / withdrawn for a particular subject will be taken in consultation with the Subject Leaders and Head Teacher.

## Exam Series and Timetables

### Exam Seasons

- External and Internal exams/assessments are scheduled throughout the year.
- Internal exams held under external exam conditions.
- On-demand assessments can be scheduled only in windows agreed with the Exams Office.

### Timetables

- An initial timetable and exam letter will be issued to parents upon final entry files being submitted to the exam boards. These entries will show on My Child at School as well as the Student Portal.
- A second set of student timetables will be distributed to students. Thereafter all timetables will be issued only when there have been amendments to their entries.
- Information to be sent to all exam candidates and parents re: regulations and procedures prior to each exam session by the Exams Office. Information also available on the Exams Notice Board in the Main Lobby and School Website.

### Exam Days

- The Exams Office will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.
- Where computers are used for assessment purposes the Head of Centre/Exams Office is responsible for ensuring that local Health & Safety laws are followed.

- Exam rooms will be set up, ensuring correct spacing is maintained as per the 'Instructions for Conducting Exams'.
- All exams will be started in accordance with JCQ guidelines, ensuring all appropriate signs are displayed.
- No school staff must enter the exam room unless invited to do so by the Exams Office Team or scheduled invigilators. In online or practical exams subject teachers may be on hand in case of any technical difficulties.
- Exam papers must not be read by invigilators or removed from the exam room before the end of a session. Papers will be distributed to Subject Leaders at the end of the exam session, only after all exam scripts have been accounted for and parcelled up.

### **Malpractice**

- SLT (Senior Leadership Team) to inform Exams Office of their decision re malpractice issues and lead all investigations.
- Completed documentation to be forwarded to the Exams Office to send off to Exam Board.
- Refer to Malpractice Policy.

## **Entries, late entries and fees.**

### **Intention to Enter/Estimated Grades**

- The Exams Office will submit all requirement forms completed by Subject Leaders.

### **Entries/Late entries**

- Candidates are selected for their exam entries by the Subject teachers. Overview and final decision by SLT Lead for relevant Key Stage.
- Candidates or parents/carers can request a subject entry, change of level or withdrawal, but only in consultation with the Subject Leader.
- The centre does not act as an exam centre for other organisations.
- Entry deadlines are circulated to all staff via email,
- Late entries are authorised by SLT Lead for relevant Key Stage
- Resits to be approved by SLT before the Exams Office will complete entries.

## **Exam Fees**

- All registration and exam entry fees for external exams are paid by Stoke Damerei Community College.
- Late entry or amendment fees are paid by the centre.

Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies

- Reimbursement may be sought from candidates who fail to sit an exam or meet the necessary Exam Board/JCQ requirements.
- Resit fees are paid by the centre where decisions have been agreed between the SLT Lead for relevant Key Stage and the Subject Leader. In all other circumstances candidates/parents will be charged for exams and administration costs.

## **Private Candidates**

- We no longer accept private candidates.

## **Overseas students**

- Managing overseas students for the purpose of exams is the responsibility of the appointed member of the Senior Leadership Team.
- Previous exam equivalencies to be forwarded to the Exams Office, by the appointed member.

## **The Equality Act 2010**

A definition is provided on page 13 of the JCQ publication Adjustments for candidates with disabilities and learning difficulties Access Arrangements and Reasonable Adjustments.

- All exam centre staff must ensure that they meet the requirements of 'The Equality Act 2010,
- This introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act are to give protection to disabled people in the areas of employment and education.
- The centre will meet the disability provisions under the Equality Act 2010 by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the Head of Centre.

## Access Arrangements

- The SEN Department will liaise with subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. SEN can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.
- A candidate's access arrangement requirement is determined by the SEN Department and/or assessor on a subject by subject basis and only once information has been gathered from the subject teacher regarding the student's normal way of working.
- Making access arrangements for candidates to take exams is the responsibility of the SEN department and ensuring the exams spreadsheet is kept up to date.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the SEN Department.
- Rooming for access arrangement candidates will be arranged by the SEN Department in conjunction with the Exams Office.
- Invigilation and support for access arrangement candidates will be organised by the SEN Department with the Exams Office.

## Managing Invigilators

- External staff are used to invigilate examinations.
- Our invigilators will be used for both internal exams and external exams.
- Recruitment of invigilators is the responsibility of the Exams Office.
- Once all paperwork has been completed the exams office will arrange training sessions.
- Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the Main Office administration.
- DBS fees for securing such clearance are paid by the centre.
- Invigilators are timetabled and briefed by the Exams Office.
- Invigilators' rates of pay are set by school management.
- Records of ongoing invigilator training kept on file by the exams office.

## Candidate Information

### Students

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones, watches and other electronic devices apply at all times.
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Exams Office or senior invigilator.
- For exams longer than 1 hour, candidates will not be allowed to leave the exam room until at least one hour after the published starting time. They will not be allowed to return.
- For exams shorter than 1 hour candidates will be required to remain until published finishing time.
- Attendance Officer is responsible for locating absent candidates and liaising with Exams Office as to attendance for any late arrivals.

### Clash Candidates

- The Exams Office will be responsible for identifying and resolving clashes, arranging continuous invigilation, identifying a secure venue and arranging overnight stays, if applicable.
- Providing candidates with a schedule of their clash exams.

### Special Consideration

- Follow guidelines as laid down by JCQ.
- Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then the exams office staff, in liaison with relevant departments, will collate information to support the application.
- The Exams Office will then forward a completed special consideration form to the relevant awarding body at the end of the exam series.

## Contingency Plans

- Centre contingency plan is held by the main school administration. Contingency planning for exams administration is the responsibility of the Head of Centre and the Exams Office.
- An exam contingency plan is available from the Exams Office.
- JCQ have announced for 2019 onwards a contingency exam day, arranged by exam boards for “GCSE and/or GCE examinations, “should sustained national or local disruption arise during the June examination series”.

The decision comes following recent events, namely the Manchester attacks and the Grenfell Tower fire. The JCQ (Joint Council for Qualifications) have decided that they need the option to postpone an exam in the event of an incident and rearrange for a later date to allow all students a fair and equal chance.

## NEAs and Appeals

### NEAs (Non-Examination Assessments)

- It is the responsibility of Subject Leaders to ensure that all NEA/controlled assessments are ready for despatch at the correct time. The Exams Office will assist by keeping a record of each POP dispatch, including the recipient details and the date sent.
- Marks for all internally assessed work are provided to the Exams Office by the Subject Leaders.
- Subject teachers must ensure all NEA records are kept up to date.
- All subject brief approvals to be completed by Subject Leaders.

### Appeals against internal assessments

- The process for managing appeals against internal assessments is detailed in a separate appeals policy, available from the Exams Office.

## Examination Results

### Results

- Results information will be via EDI and results information will be made available to Senior Leadership Team members as authorised by the Head of Centre.
- Candidates will receive individual results slips on results days in person at the centre. Results for candidates absent on collection day will be sent home via a SAE left by the candidate, 2nd class post by the school or via an email address left with the exams office.
- Arrangements for the school to be open and staffed on results days are made by the Head of Centre.

### ROM (Review of Marking)

- ROMs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in the application of the marking scheme. However, a signed consent form, from the candidate, must be received prior to any request being made to the Exam Boards.
- All requests must be authorised by an SLT member.
- Where the Exam Board does not uphold an ROM, a candidate may apply to have an appeal carried out. If a candidate requires this against the advice of subject staff, they will be charged.
- If a result is queried, the Exams Office and Subject Leaders will investigate the feasibility of asking for an ROM at the centre's expense and refer to the Post Results Information booklet.

### ATS (Access to Scripts)

- Free Online ATS now available online from some exam boards.
- After the release of results, candidates may ask subject staff to request the return of papers.
- Centre staff may also request scripts for investigation or for teaching purposes, via a confirmation from SLT.
- A signed consent form from the candidate must be received prior to any request being made to the Exam Boards.
- ROMs cannot be applied for once an original script has been returned.

## Certificates

Certificates are received in centre, recorded and prepared for candidate collection in envelopes by the Exams Office team.

Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so.

Following GDPR and JCQ guidelines the centre will retain certificates, under secure conditions for 12 months from receipt; thereafter they will be destroyed.

# **Exams Office Contingency Plan**

## **Purpose of the Plan**

1. Exam officer extended absence at key points in the exam process
2. SENCo extended absence at key points in the exam cycle
3. Teaching staff extended absence at key points in the exam cycle
4. Invigilators - lack of appropriately trained invigilators or invigilator absence
5. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice
6. Failure of IT systems
7. Centre unable to open as normal during the exams period
8. Candidates unable to take examinations because of a crisis – centre remains open
9. Disruption to the transportation of completed examination scripts
10. Assessment evidence is not available to be marked
11. Centre unable to distribute results as normal

## **Purpose of the plan**

The Examination Contingency Plan is designed to ensure a consistent and effective response in the event of major disruption to the exam system at Stoke Damerel Community College affecting candidates across several awarding organisations.

All awarding organisations are required to have their own well-established contingency plans in place to respond to such disruptions. This Examinations Contingency Plan takes into account these processes and procedures and is designed to complement them, not replace them. This also applies to all other qualifications at Stoke Damerel Community College.

The plan will be implemented in the event of major disruption to the system, such as widespread illness, travel disruption, bad weather or power failures. Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example the police, Environment Agency or Health Protection Agency.

Implementing the plan will safeguard the interests of candidates while maintaining the integrity of the examination system and safeguarding qualification standards.

The contingencies covered have been implemented on several occasions in response to localised issues in other centres. They would be applied on a larger scale in response to any widespread disruption at a national level.

The priority when implementing contingencies will be to maintain three principles:

- Delivering assessments to published timetables
- Delivering results to published timetables
- Complying with regulatory requirements in relation to assessment, marking and standards.

If the usual contingencies are no longer sufficient to maintain these outcomes, the Senior Leadership Team will agree to the additional actions required.

Alongside HPHS internal processes, this plan is implemented alongside information contained in the ***Joint contingency plan for the examination system in England, Wales and Northern Ireland***

## **Causes of potential disruption to the exam process**

### **1. Exam Team member extended absence at key points in the exam process**

The department is structured with a Campus Examinations Manager, Deputy Campus Examinations Manager, 2 part-time Examinations Assistants and 2 Lead Invigilators.

In a period of extended absence, the Deputy Campus Examinations Manager would take responsibility for carrying out the duties of the Campus Examinations Manager and would work in consultation with SLT. Responsibilities would be decided upon by SLT. All members of the invigilating team regularly receive training and colleagues involved in the administration of key processes are trained on how to carry out processes and who to contact in an emergency.

Results – Should the Examinations Manager be absent for results day, then the Deputy Campus Examinations Manager would be required to import results and print statements of results for students.

## **2. SENCo extended absence at key points in the exam cycle**

In the event of the extended absence of the SENCo, responsibilities would be decided upon by the Deputy SENCo and Head of Centre.

## **3. Teaching staff extended absence at key points in the exam cycle**

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

## **4. Invigilators - lack of appropriately trained invigilators or invigilator absence**

New invigilators undergo training by the Exams Team and complete a period of shadowing, following appointment. They are permitted to work independently once they, and the Exams Administrators are happy that they are competent and confident in processes and procedures. Annual training sessions are held in September/October for all invigilators in order to refresh their knowledge and communicate JCQ regulation changes and update local information. The Academy aims to retain a pool of approximately 25/30 invigilators. When invigilators resign/retire from the pool, recruitment procedures are begun. Minor absence issues (such as an invigilator calling in sick) are covered by a member of the Exams team or attempts are made to contact another invigilator from the pool.

## **5. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice**

The majority of exams are accommodated in the Sports Hall, with the Gymnasium available as overflow for the extra-large exam sessions. Additionally, the Conference Room, Assistant Head's Office, EAL Office, Support Base and ICT suites are used. Should the Sports Hall become out of use for the main exam session we would utilise the Main Hall.

## **6. Failure of IT systems**

The Academy endeavours to minimise any IT disruption via resilient design and preventative maintenance. In the event of an issue this would be dealt with by the IT support team who test and update the systems on a regular basis. Where such failure impacted on scheduled exams, steps would be taken to resolve the problem as quickly as possible ensuring the JCQ regulations were maintained and Exam Boards notified where required.

## **7. Centre unable to open as normal during the exams period**

In the event of the Centre not being able to open as normal, appropriate communication with the relevant Awarding Bodies would be undertaken by the Exams Team and alternative options would be explored such as moving exams to an external location, either on site or in liaison with our partner schools or cancelling the exam session. All arrangements would be agreed with the Awarding Body before being put in place. In such instances, details would be communicated to candidates via the school's website, email and text facilities. Staff involved in exams (including invigilators) would be contacted by email, telephone and text. Alternative sites that we can use are the Scott Medical Healthcare College or Plymouth Life Centre.

#### **8. Candidates unable to take examinations because of a crisis – Centre remains open**

Response is dependent on the type of issue. The procedure for absence is outlined in the examinations policy. An exam information sheet is sent to all candidates with their initial entry statement and is available on the School website. If a candidate is able to sit the exam but cannot attend the Centre due to a crisis, appropriate communication with the relevant Awarding Bodies would be undertaken by the Exam Manager and alternative options would be explored (home, hospital, alternative Centre etc.). Appropriate use of Special Consideration policies would be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the Awarding Body.

#### **9. Disruption to the transportation of completed examination scripts**

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

#### **10. Assessment evidence is not available to be marked**

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

#### **11. Centre unable to distribute results as normal**

The Centre distributes the results 'as normal' via collection by learner. Where learners do not collect results in person, these will be distributed via post. My Child at School will also be available to view entries/results.

Should the School become unavailable on results day, alternative accommodation will be arranged.

## **Also JCQ Joint Contingency Plan for the Examination System in England, Wales and Northern Ireland**

### **Further guidance to inform and implement contingency planning**

#### **GOV.UK**

*Emergencies and severe weather: schools and early years settings*

<https://www.gov.uk/emergencies-and-severe-weather-schools-and-early-years-settings>

*Teaching time lost due to severe weather conditions*

<https://www.gov.uk/government/publications/teaching-time-lost-due-to-severe-weather-conditions/teaching-time-lost-due-to-severe-weather-conditions>

*Dispatch of exam scripts guide*

<https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service/dispatch-of-exam-scripts-guide>

*Bomb Threat- Reference should also be made to the following*

*document* <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>

#### **JCQ**

Guidance on *alternative site arrangements*

[Guidance notes on alternative site arrangements - JCQ Joint Council for Qualifications](#)

*Instructions for conducting examinations*

<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

Guidance on *access arrangements and special consideration*

<http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

# Examination Malpractice Policy

## Candidates

Stoke Damerel Community College will follow JCQ procedures as laid down in the 'Suspected Malpractice in Examinations and Assessment Policies and Procedures' document for the relevant exam series and any other reference document as highlighted at the end of this policy.

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding candidate malpractice in the assessment of internally marked qualifications such as NEA or practical coursework and all exams marked externally.

Candidates are informed of what constitutes malpractice, including misuse of AI, and the effect that committing malpractice has during assemblies with the Exams Team and in lessons with their class teachers. Students and parents are also signposted to the Examinations Policy on the school website for further information.

## Examples of Malpractice

The following are examples of malpractice by candidates with regard to **NEA/coursework** based qualifications. This list is not exhaustive:

- plagiarism: the copying and passing off as the candidate's own work the whole or part of another person's work.
- collusion: working collaboratively with other learners to produce work which is submitted as the candidate's only.
- failing to abide by the instructions of a subject teacher: this may refer to the use of resources which the candidates have specifically been told not to use.
- the alteration of any results document.
- Misuse of AI - The full AI policy, including appropriate use and misuse definitions, can be found on the Greenshaw Learning Trust website on this link: [GLT Policies](#)

If a member of staff suspects a candidate of malpractice, they will first inform the Head of Centre, Exams Office or nominated SLT member. The candidate will be informed of the situation and the allegation explained.

Should the candidate be found guilty of malpractice after having signed the authentication form then the matter is no longer subject to internal school discipline and must be reported to the relevant awarding body. Any instances of suspected malpractice identified before this has been signed would not need to be reported to the awarding body.

The following are examples of malpractice by candidates with regard to **externally assessed** examinations. This list is not exhaustive:

- talking during an examination.
- taking a mobile phone into an examination.
- taking any other item, electronic or otherwise not accepted by the Awarding Body into an exam.
- leaving the examination room without permission.

- passing notes or papers or accepting notes or papers from another candidate.

If a member of staff/invigilator suspects a candidate of malpractice during either an NEA or an external examination, they will first inform the Head of Centre/Exams Office. The candidate will be informed and the allegation explained. The candidate will have the opportunity to give their side of the story before any final decision is made by SLT.

All incidences of malpractice will be investigated by the Head of Centre and the Awarding Body will be informed. A letter will be sent home informing parents/guardians of the incident of suspected malpractice.

### Appeals

In the event that a malpractice decision is made which the candidate feels is unfair then the candidate has the right to appeal in line with our Appeals Policy. This includes both staff decisions to reject a candidate's work on the grounds of malpractice and all other suspected malpractice.

### Staff

It is the responsibility of all staff to report any suspicions of malpractice to the Head of Centre for an investigation to take place. Staff are kept informed during staff training of the types of malpractice and what to look out for and directed to read the Exams Policy and associated policies including the GLT AI Policy.

Additionally, Stoke Damerel Community College will follow JCQ procedures as laid down in the 'Suspected Malpractice in Examinations and Assessment Policies and Procedures' document for the relevant exam series and any other reference document as highlighted in the appendices.

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding Centre staff malpractice in the assessment of internally marked qualifications such as NEA or practical coursework and all exams marked externally.

Malpractice which includes maladministration and non-compliance, means any act, default or practice which is a breach of the Regulations or which:

- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
- damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre

### Examples of Malpractice

Attempted or actual malpractice activity is unacceptable. The following are examples of malpractice by staff with regards to portfolio-based qualifications. This list is not exhaustive:

- tampering with candidate-controlled assessments, coursework or non-examination assessments after collection and before despatch to the awarding body/examiner/moderator

- failing to keep candidates' computer files secure which contain controlled assessments, coursework or non-examination assessments
- assisting candidates with the production of work outside of the awarding body guidance
- fabricating assessment and/or internal verification records or authentication statements

### Staff Malpractice Procedure

Investigations into allegations will be conducted by the Head of Centre or a nominated representative, who will ensure the initial investigation is carried out in a timely fashion. The investigation will involve establishing the full facts and circumstances of any alleged malpractice. It should not be assumed that because an allegation has been made, it is true. Where appropriate, the staff member concerned and any potential witnesses will be interviewed and their version of events recorded.

The member of staff will be:

- informed of the allegation made against them
- informed what evidence there is to support the allegation
- informed of the possible consequences, should malpractice be proven
- given the opportunity to consider their response to the allegations given and the opportunity to submit a written statement
- given the opportunity to seek advice (as necessary) and to provide a supplementary statement (if required)
- informed of the appeals procedure, should a decision be made against them
- informed of the possibility that information relating to a serious case of malpractice will be shared with the relevant awarding body and may be shared with other awarding bodies, JCQ and any other relevant body.

If work is submitted for moderation/verification or for marking which is not the candidate's own work, the awarding body may not be able to give that candidate a result.

### Staff Malpractice Sanctions

- Sanctions will follow the code as laid down in the Staff Disciplinary Procedure
- The Head of Centre or a nominated representative will lead all investigations and forward completed paperwork to the Exam Boards.

### Appeals

The member of staff may appeal against sanctions imposed on them. Appeals will be conducted in line with the organisation's Appeals Policy.

Reference documents:

JCQ	<a href="#">Suspected Malpractice in Examinations and Assessment Policies and Procedures – to be referenced for every incident to ensure most up to date information is known.</a>
JCQ	<a href="#">Public Interest Disclosure</a>
OCR	<a href="#">Instructions for Suspected Malpractice – General Qualifications and Cambridge Nationals</a>
Pearson	<a href="#">Centre Guidance and maladministration in vocational qualifications</a>

# **Post Results Services and Appeals** **Procedures**

In school on Results Day, there will be teachers and members of the Senior Leadership Team (SLT) available to talk to students about their results.

If students have concerns regarding their overall subject grade after publication of results they must speak to their subject teacher as soon as possible but preferably speak to the Subject Leader or a member of SLT. They will discuss your result and any concerns you may have with you.

If you are not able to do this in person, you can email the full details and outline of your concerns to [exams@sdcc.net](mailto:exams@sdcc.net) and the Exams Office will forward your email to the relevant person.

There are a number of services that all Exam Awarding Bodies offer, which include reviewing the steps involved in awarding a grade or having access to a copy of your script. Further details of all services available can be obtained from the Exams Office.

All post results service requests must be made through the school as candidates cannot apply for these directly to the Board. It is important that candidates should be aware that, as a result of any enquiry, marks and/or grades may also go down or stay the same as well as going up.

You must sign a Consent Form before any service is applied for.

If you have any questions please speak to any member in the Exams Office.

Examining bodies have fees associated with the various forms of review. When considering whether to apply for post result services, candidates must be aware that:

- The final date for enquiries is provided to the students and parents/carers in a results day letter and enquiries about results should be made as soon as possible in order to be completed within these time frames.
- The school must support the application before an appeal is submitted and the candidate should discuss their issues with their subject teacher.
- If it is agreed that an enquiry is appropriate it will be submitted by the school with the school paying associated fees.
- The candidate must sign to say they agree to this action.

In circumstances where the school does not consider the initial post results enquiry appropriate, the following internal process applies:

- The candidate should appeal against the decision not to support an enquiry, in writing, to the Head of Centre stating the reasons they believe the post result enquiry should be made.
- Upon receipt of the appeal, the school will arrange a meeting, at the earliest possible opportunity, with the candidate, their parent/guardian, the Head of Centre, and any other member of staff as requested by the Head of Centre.
- After hearing reasons for and against the enquiry, the Head of Centre will make a final decision on whether or not the school will support the application. The decision will be provided at that meeting and followed up in writing.

#### **Appeals procedure following the outcome of a review of results (ROR):**

Where a query is raised regarding the outcome of a post results review, whether by a member of staff or candidate/parent, the next steps are as follows:

**Candidates, parents and/or carers are not permitted to make direct representation to an awarding body.**

#### **Appeals Procedure**

1. All appeals against Exam Board decisions, relating to external exams, should be made in writing/email to the Head of Centre, within 10 days of the outcome of the post results service.
2. Subject to the head of centre's decision, this will allow sufficient time to process the appeal and submit to the awarding body within the required 14 calendar days.
3. The appeal should indicate the details of the issue with the Post results outcome and the reason for the appeal.
4. A meeting can be requested with the Head of Centre to discuss the appeal.
5. The appeal will be forwarded to the relevant Exam Board.
6. 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.
7. Final outcomes are communicated to all persons involved.

# **Internal Assessment Grades Appeals**

## **Process**

Stoke Damerel Community College is committed to ensuring that whenever its staff assesses a candidate's work for an external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned. All candidates must be told the mark given by their centre for a centre assessed component/unit (further details can be found on JCQ website). Copy of JCQ info sheet to be sent to all teachers.

Internal assessments are conducted by the subject staff who have the appropriate knowledge, understanding, skills and training in this procedure. These marks are then submitted to the awarding body

We are committed to ensuring that assessment evidence provided by the candidate is produced and authenticated according to the requirements of the relevant specifications for each subject. Where work is divided between subject staff, internal moderation and standardisation will ensure consistency.

Where a candidate feels this process has not been applied correctly in relation to their work, they may make use of this appeals procedure.

***N.B.*** Appeals can only be made against the process that led to the assessment mark or grade issued and not the mark or grade submitted by the centre for moderation by the awarding body.

For any further details please contact the Exams Office.

### **Appeals Procedure**

1. All appeals against school decisions relating to centre assessed units for external exams should be made in writing to the Head Teacher.
2. The written appeal should indicate the details of the complaint and the reason for the appeal.
3. Appeals should be lodged within 5 days of the results being communicated to the candidate.
4. The complaint will be investigated by the Head of Centre and with at least 2 other members of staff who have not been involved in the original internal assessment.
5. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body.
6. Any teacher involved in making the assessment, which is the subject of an appeal, may see a copy of the appeal and be able to respond in writing.
7. The candidate will be informed in writing of the outcome of the appeal within 10 working days of receipt of complaint.
8. A candidate can request a personal hearing if they are not happy with the written response in line with guidance for such hearings as provided by the Code of Conduct document.
9. A written record of the outcome of the complaint will be logged and made available to the awarding body upon request. Should the appeal bring any irregularity to light the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding to ensure consistency between centres. Such moderation can change the marks awarded for internally assessed work. This is outside the control of Stoke Damerel Community College and is not covered by this procedure.

NEAs are a form of internal assessment and are conducted in accordance with the instructions as stated in the JCQ booklet 'Instructions for conducting non-examination assessments'. A candidate may make use of this appeals procedure if they feel the process has not been applied correctly in relation to their centre assessed unit.

# Word Processor Policy

## Key staff involved in awarding and allocating word processors for exams

Role	Name(s)
SENCo	<b>Kay Lewis-Tuxford</b>
Examinations Officer	<b>Daniel Smith</b>
SLT member	<b>Stephen Gill, Deputy Headteacher</b>
IT manager	<b>Robert Bromidge</b>

### Introduction

This policy on the use of word processors in examinations and assessments is reviewed and updated annually, on the publication of updated JCQ regulations and guidance contained in the publications Access Arrangements and Reasonable Adjustments and Instructions for conducting examinations.

### Purpose of the policy

This policy details how the centre manages and administers the use of word processors (including laptops and tablets) in examinations and assessments.

### Principles for using a word processor

- Candidates with access to word processors are allowed to do so in order to remove barriers for disabled candidates which prevent them from being placed at a substantial disadvantage as a consequence of persistent and significant difficulties
- The use of word processors is only permitted whilst ensuring that the integrity of the assessment is maintained, at the same time as providing access to assessments for a disabled candidate
- The use of a word processor is not granted where it will compromise the assessment objectives of the specification in question
- Candidates may not require the use of a word processor in each specification. As subjects and their methods of assessments may vary, leading to different demands of our candidates, the need for the use of a word processor is considered on a subject-by-subject basis
- The use of a word processor is normally considered and agreed where appropriate at the start of the course providing the centre has firmly established a picture of need and normal way of working for a candidate
- Candidates are made aware when they will have the use of a word processor for timetabled examinations and non-examination assessments

- The use of a word processor for candidates is only granted if it reflects the support given to the candidate as their 'normal way of working', which is defined as support:
  - in the classroom (where appropriate); or
  - working in small groups for reading and/or writing; or
  - literacy support lessons; or
  - literacy intervention strategies; and/or
  - in internal school tests/examinations
  - mock examinations

The only exceptions to the above would be a temporary injury or impairment, or a diagnosis of a disability or manifestation of an impairment relating to an existing disability arising after the start of the course.

### **Centre specific processes**

SEN department are responsible for the assessment and allocation of Word Processors for exams. They will provide the Exams office with a list and the exams office will ensure the correct number of laptops are set up as required. SEN spreadsheet (created by exams for SEN) to also be updated so that Exams are always working from an up to date list.

### **The use of a word processor**

Stoke Damerel Community College complies with AA chapter 5 *Access arrangements available* as follows:

- Provides a word processor with the spelling and grammar check facility/predictive text disabled (switched off)
- Only grants the use of a word processor to a candidate where it is their normal way of working within the centre
- Only grants the use of a word processor to a candidate if it is appropriate to their needs (for example, the quality of language significantly improves as a result of using a word processor due to problems with planning and organisation when writing by hand)
  - (The above also extends to the use of electronic brailers and tablets)
- Provides access to word processors to candidates in non-examination assessment components as standard practice unless prohibited by the specification
- Allows candidates to use a word processor in an examination to type certain questions, i.e. those requiring extended writing, and hand write shorter answers
- Are also aware that examinations which have a significant amount of writing, as well as those that place a greater demand on the need to organise thought and plan extended answers, are those where candidates will frequently need to type. Examinations which require more simplistic answers are often easier to handwrite within the answer booklet. The candidate avoids the difficulty of visually tracking between the question paper and screen
- In all cases, ensures that a word processor cover sheet (Form 4) is completed and included with each candidate's typed script (according to the instructions issued by the individual awarding body)

- Does not simply grant the use of a word processor to a candidate because he/she prefers to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home

### **Centre specific processes**

Alongside the exam letters going home to parents will be an additional note detailing the use of a word processor and with the following statement:

*A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations or can work faster on a keyboard, or because he/she uses a laptop at home.*

*The use of a word processor must reflect the candidate's normal way of working within the centre.*

The following are examples of the particular types of candidates which we consider would benefit from the use of a word processor. For example, a candidate with:

- a learning difficulty which has a substantial and long term adverse effect on their ability to write legibly;
- a medical condition;
- a physical disability;
- a sensory impairment;
- planning and organisational problems when writing by hand;
- poor handwriting.

This list is not exhaustive.

### **Word processors and their programmes**

Stoke Damerel Community College complies with ICE by ensuring:

- word processors are used as a type-writer, not as a database, although standard formatting software is acceptable
- word processors have been cleared of any previously stored data, as must any portable storage medium used
- an unauthorised memory stick is not permitted for use by a candidate
- where required, candidates are provided with a memory stick, which has been cleared of any previously stored data, by a nominated member of centre staff
- word processors are in good working order at the time of the examination
- word processors are 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 separately, a separate invigilator is used
- word processors are either connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium
- documents are printed after the examination is over
- candidates are present to verify that the work printed is their own
- word processed scripts are inserted in/attached to any answer booklet which contains some of the answers (and according to instructions issued by the individual awarding body)

- word processors are used to produce scripts under secure conditions, and if they are not then the centre is aware that they may be refused by the awarding body
- word processors are not used to perform skills which are being assessed
- word processors are not connected to an intranet or any other means of communication.
- candidates are not given access to other applications such as a calculator (where prohibited in the examination), spreadsheets etc. when using a word processor
- graphic packages or computer aided design software is not included on a word processor unless permission has been given to use these
- predictive text software or an automatic spelling and grammar check is disabled unless the candidate has been permitted a scribe or is using voice recognition technology (the script must have a completed scribe cover sheet included), or the awarding body's specification permits the use of automatic spell checking
- voice recognition technology is not included on word processors unless the candidate has permission to use a scribe or relevant software
- word processors are not used on the candidate's behalf by a third party unless the candidate has permission to use a scribe

### **Laptops and tablets**

Stoke Damerel Community College further complies with ICE by ensuring:

- tablets used during examinations/assessments are designed to run for a long period of time once fully charged and are 'free-standing'.
- the battery capacity of all laptops and/or tablets is checked before the candidate's examination(s) with the battery sufficiently charged for the entire duration of the examination
- candidates are reminded that their centre number, candidate number and the unit/component code must appear on each page as a header or footer
- candidates using Notepad or WordPad software (which do not allow for the insertion of a header or footer) are instructed to handwrite their details as a header or footer once they have finished the examination and printed off their typed script; candidates are also supervised to ensure that they are solely performing this task and not re-reading their answers or amending their work in any way
- candidates are instructed to appropriately number each page
- candidates are instructed to use a minimum 12pt font and double spacing
- invigilators remind candidates to save their work at regular intervals
- where it is possible 'autosave' is set up on each laptop/tablet
- candidates are present at the end of the examination when their script is printed off so they can verify that the work printed is their own

### **Centre specific processes**

- All laptops are checked by the IT technicians prior to each exam session to ensure they are in full working order.
- Laptops will be set up in exam room prior to each exam by a member of the exams team. Clean memory sticks, where required, will be supplied by the Exams office.

## **Accommodating word processors in examinations**

Candidates using word processors (including laptops or tablets) are internally accommodated in the following manner:

- In the Gymnasium, seated away from main cohort to ensure least disturbance.
- In SEN exam rooms, set up for laptops and AA.
- Invigilators are organised to cover any laptop allocation in the exam room.

## **The criteria Stoke Damerel Community College uses to award and allocate word processors for examinations**

*A member of the centre's senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations." [AA 5.8]*

The 'normal way of working' for exam candidates, as directed by the head of centre, is that candidates handwrite their exams. An exception to this is where a candidate may have an approved access arrangement in place, for example the use of a scribe/speech recognition technology.

### **Awarding word processors**

There are also exceptions where a candidate may be awarded the use of a word processor in exams where he/she has a firmly established need, it reflects the candidate's normal way of working and by not being awarded a word processor would be at a substantial disadvantage to other candidates.

Exceptions might include where a candidate has, for example:

- a learning difficulty which has a substantial and long term adverse effect on their ability to write legibly
- a medical condition
- a physical disability
- a sensory impairment
- planning and organisational problems when writing by hand
- poor handwriting

### **Allocating word processors**

SEN will ensure the assessment of WP students is recorded and all documentation is kept and available for inspection. Exams team will be kept up to date of any changes to this group.

All word processors will be checked and allocated to the exams team, in preparation for each exam session, following JCQ guidelines. In exceptional circumstances where the number of appropriate word processors may be insufficient for the cohort of candidates approved to use them in an exam session, the cohort will be split into two groups. The security of the exam will be maintained at all times and candidates will be supervised in line with ICE.