



EXAMINATIONS POLICY

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A Purpose of the Policy

A.1 The purpose of this policy is:

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

A.2 It is the responsibility of everyone involved in the College's exam processes to read, understand and implement this policy. Further details of the responsibilities are set out in the annex "Implementation Guidelines for Exam Entries".

A.3 If there is any conflict between this policy and the JCQ guidelines, then the JCQ guidelines take precedence.

B Exam Seasons

B.1 External examinations are scheduled in May and June.

B.2 An internal exam week is scheduled during the academic year.

C Entries and Re-takes

C.1 Candidates are selected for their exam entries or qualification registration by Curriculum Leaders and subject teachers. A candidate cannot request a subject entry, change of level or withdrawal without written approval from the Curriculum Leader or Assistant Principal.

C.2 The College does not accept entries from external candidates, and does not act as an exam centre for other organisations.

C.3 Approval for ex-students to re-sit subjects will be approved by the Exams Manager. Criteria for accepting ex-students is set out in the annex "Implementation Guidelines for Exam Entries".

C.4 Approval for students wishing to sit AS exams of a reformed A level will be granted after consultation with and agreement by the student's Assistant Principal. Some students may sit a reformed AS level as part of a year 13 mixed study programme.

C.5 Late entries/registrations can only be authorised by the Principal or Vice-Principals.

C.6 Re-take decisions should be made in consultation with the student and appropriate members of staff.

D Exam Fees

D.1 Normal entry/registration fees are paid by the College. Late entry or amendment fees are paid by whoever is responsible for the need to make the change.

D.2 Reimbursement of fees can be sought from candidates who fail to sit an exam or fail to meet the necessary coursework requirements, without medical evidence or evidence of other mitigating circumstances.

E Equality Legislation, Special Needs and Access Arrangements

E.1 The College will comply with the legislation including making reasonable adjustments to the service that they provide to candidates in accordance with requirements defined by the legislation, awarding bodies and JCQ. This is the responsibility of the Assistant Principal with responsibility for examinations. See annex "Disability Policy for Examinations and Assessments".

F Behaviour during Exams and Clash Candidates

F.1 JCQ rules on candidates' use of mobile phones and other electronic devices apply at all times.

F.2 Normal College rules on dress and behaviour apply.

F.3 Candidates' personal belongings remain their own responsibility and the College accepts no liability for their loss or damage.

F.4 The Exams Manager will attempt if practicable to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

F.5 Disruptive candidates and candidates suspected of malpractice will be dealt with in accordance with JCQ guidelines.

F.6 For exams longer than one hour, candidates will not be allowed to leave the exam room until at least one hour after the published starting time or in the last 20 minutes. Candidates who do leave the exam room will not be allowed to return unless they have been accompanied at all times by an appropriate member of staff.

F.7 Arrangements for supervision of class candidates, identifying a secure venue and arranging overnight supervision is the responsibility of the Exams Manager.

G Special Consideration

G.1 Should a candidate be too ill to sit an exam, or suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert the College or the exam invigilator to that effect. The candidate must support any special consideration claim with appropriate evidence within seven days of the exam, eg a letter from the candidate's doctor.

G.2 The Exams Manager will forward a completed special consideration form to the relevant awarding body within 14 days of the exam.

H Exam Results

H.1 All individual candidate results received during the course will be distributed via the candidate's Tyber record. Where such distribution is not possible, candidates can collect their results from the Exams Office as appropriate.

H.2 The provision of the necessary staff being available on results day is the responsibility of the Principal.

H.3 Enquiry after Results (EAR)

H.3.1 An EAR for general qualifications may be requested by College staff or candidates if there are reasonable grounds for believing there has been an error in marking. A request for a review or clerical check requires the written consent of the candidate. Candidates who have an EAR should apply and pay the appropriate fee through the exams office or on ParentPay.

H.3.2 All decisions on whether to make a College application for an EAR will be made by Curriculum Leaders after consultation with their Assistant Principals or Vice-Principal, as appropriate.

H.3.3 Processing of EARs is the responsibility of the Exams Manager, following JCQ guidelines.

H.3.4 For appeals against the College's decision not to support an EAR, please see annex attached.

H.4 Access to Scripts (applicable to general qualifications only)

H.4.1 After the release of results of general qualifications, candidates may request the return of papers within the deadline published by JCQ and the awarding bodies. All applications and fees should be made through the Exams Office or on ParentPay.

H.4.2 College staff may request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

H.4.3 Processing requests is the responsibility of the Exams Manager.

H.5 Certificates

H.5.1 Candidates should collect and sign for their certificates from the Exams Office. The College retains certificates for five years.

H.5.2 Certificates may be collected by a third party on behalf of a candidate provided they have been authorised to do so and providing written or email consent is received by the College and a record of such is retained.

Annex attached to this Policy:

- Implementation guidelines for exam entries
- Disability policy for examinations and assessments
- Emergency evacuation procedures
- Appeals procedure
- Contingency plan



ANNEX TO EXAMINATIONS POLICY T04 Implementation Guidelines for Exam Entries

GA Key responsibilities of staff

GA.1 Principal:

- overall responsibility for the College as an exams centre and adviser on appeals and re-marks;
- reporting suspected or actual incidents of malpractice – refer to the JCQ document *Suspected malpractice in examinations and assessments*.

GA.2 Vice-Principal with responsibility for Quality:

- application of the internal coursework appeals procedure.

GA.3 Assistant Principal with responsibility for Examinations:

- contingency planning in consultation with the College Leadership Team (CLT) and Exams Manager;
- reviewing and updating College policies relating to exams in consultation with the Exams Manager;
- ensuring the College complies with legislation including making reasonable adjustments to the service that is provided to candidates in accordance with requirements defined by the legislation, awarding bodies and JCQ.

GA.4 Assistant Principals and Curriculum Leaders:

- checking and signing off specification check forms before passing to the Exams Manager for final checking;
- guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries;
- involvement in post-results procedures;
- accurate completion and input of coursework and portfolio marks and centre declaration sheets;
- accurate completion of entry sheets and adherence to deadlines;
- accurate completion of registration and approval documents, and adherence to deadlines;
- additions or removals from candidate lists;
- changes of course/entry/levels;
- where there are academic or pastoral concerns, making decisions on whether a candidate should be entered for a particular subject in consultation with the relevant subject teacher.

GA.5 Curriculum Leaders:

- guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries;
- decisions on post-results services.

GA.6 Exams Manager:

- management of administration of external and internal exams;
- advising CLT, Curriculum Leaders, subject staff and relevant support staff on exam timetables and application procedures as set by the various awarding bodies;
- liaison on the production of the annual College Calendar in relation to dates concerning exams and regular communication with staff concerning imminent deadlines and events;
- ensuring that candidates are informed of and understand those aspects of the exam timetable that will affect them;

- providing and confirming detailed data on estimated entries;
- receiving, checking and securely storing all exam papers and completed scripts, and ensuring that scripts are dispatched as per guidelines;
- administration of access arrangements and making applications for special consideration using the JCQ's *Access arrangements and special considerations regulations* and *Guidelines relating to candidates who are eligible for adjustments in examinations*;
- identification and management of exam timetable clashes;
- accounting for income and expenditure relating to exam costs/charges;
- line management of exam assistants including the recruitment, training and monitoring of a team of exam invigilators responsible for the conduct of exams;
- consultation with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines;
- submission of candidates' coursework marks to the awarding bodies after receipt from Curriculum Leaders, receipt of coursework samples from Curriculum Leaders and despatching to awarding bodies, storage and eventual distribution of returned coursework to Curriculum Leaders;
- arrangement for dissemination of exam results and certificates to candidates;
- processing any post-results service requests made by candidates in consultation with CLT, and those made on behalf of the College by Curriculum Leaders;
- maintenance of systems and processes to support the timely entry of candidates for their exams.

GA.7 MIS Manager:

- analysis of exam results – preparation and presentation of reports to CLT and College staff showing results achieved in relation to expected grades and comparable data for previous years including where future procedural improvements might be made.

GA.8 Finance Office:

- receiving payment for re-sits and post-results services on ParentPay;
- forwarding of information to the Exams Office of student requests paid for on ParentPay before the deadline for applications.

GA.9 Additional Learning Coordinator:

- identification and testing of candidates' requirements for access arrangements and notifying Exams Office staff in good time so that they are able to process any necessary applications in order to gain approval;
- administration and monitoring of candidates requiring access arrangements;
- provision of additional support – eg with spelling, reading, maths, SPLD, medical conditions, hearing impairment, English for speakers of other languages, IT equipment – to enable candidates to achieve their course aims;
- working with the Exams Office to provide the access arrangements required by candidates in exam rooms;
- providing evidence of additional access arrangements for ex-students returning to sit exams if appropriate, in date and within the JCQ *Guidelines for access arrangements and reasonable adjustments*.

GA.10 IT Support Team:

- providing set up and technical support for those exams requiring use of IT, eg WPs, MFL listening exams, music practicals, etc.

GA.11 Central Admin Office:

- management of attendance data;
- receiving re-sit fees and forms from candidates if appropriate.

GA.12 Invigilators:

- collection of exam papers and other materials from the exams office before the start of an exam;
- collection of exam scripts in the correct order and any other exam material at the end of the exam and their return to the exams office;
- running of exams in accordance with JCQ regulations.

GA.13 Candidates:

- confirming and signing entries;
- correctly completing applications for re-sits within deadlines;
- understanding coursework regulations and signing a declaration that authenticates the coursework as their own;
- behaving in an appropriate manner and in accordance with exam regulations.

GB Qualifications offered

GB.1 The qualifications offered at the College are decided by the College Leadership Team and Curriculum Leaders. Subjects offered for the qualifications in any academic year may be found in the College published prospectus for that year, and are also available on the website.

GB.2 If there has been a change of specification or introduction of a new subject from the previous year, the exams office must be informed by 1 July.

GB.3 University admissions tests are offered and take place in November each year.

GC Exam timetables

GC.1 The exams office will schedule each year and circulate a timetable of all external exams with dates and room details and allocate invigilators. Internal exams and assessments are scheduled each year as appropriate and are held under external exam conditions.

GC.2 Once confirmed, the Exams Manager will circulate the exam timetables for internal and external exams electronically by a specified date before each series begins.

GC.3 Individual candidate timetables will be on Tyber.

GD Entries and Re-sits

GD.1 Candidates are selected for their exam entries or qualification registration by Curriculum Leaders and subject teachers. A candidate cannot request a subject entry, change of level or withdrawal without written approval from the Curriculum Leader or member of CLT.

GD.2 Individual candidate statements of entry will be issued on Tyber for students to check before the entry deadlines. The exams office will accept withdrawals, amendments and changes of level up to the date set by the awarding bodies.

GD.3 Deadlines for late entries are circulated via email. Late entries/registrations are authorised by CLT and the Exams Manager. Entries and amendments made after the awarding body's deadline require the authorisation in writing from the Curriculum Leader. All fees including those levied because of any amendments are the responsibility of the candidate.

GD.4 Re-sit decisions are made in consultation with candidates, subject teachers and academic coaches and, in some cases, Assistant Principals.

GD.5 Approval for ex-students to re-sit subjects will be approved by the Exams Manager. This will only be considered if the candidate requires the qualification in order to take up a place in HE/employment, if there were extenuating circumstances that prevented the student from sitting the

exam in the previous year, and if there are no commitment issues recording against the student's record on Tyber. If an ex-student is given permission to re-sit exams at the College, it is their responsibility to provide evidence of any additional access arrangements they may require. The College will work within JQC *Regulations and guidance for access arrangements and reasonable adjustments* in order to meet a request but it will be the awarding body's decision as to whether to accept the application based on the evidence supplied.

GD.6 Application and payment for re-sits is the responsibility of the candidate.

GE Exam fees

GE.1 Normal entry/registration fees are paid by the College. Reimbursement of fees can be sought from candidates who fail to sit an exam or fail to meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.

GE.2 Late entry or amendment fees are paid by whoever is responsible for the need to make the change.

GF Contingency planning

GF.1 Contingency planning for exam administration is the responsibility of the Assistant Principal in consultation with CLT and the Exams Manager.

GF.2 Contingency plans will be communicated via email, noticeboard, briefing meetings, internal pigeonholes, and the College website. They will be in line with guidance provided by Ofqual, JCA and awarding bodies.

GG Invigilation

GG.1 External invigilators will normally be used for all exams. The recruitment of invigilators is the responsibility of the exams office. Invigilators' rates of pay are set by the Vice-Principal with responsibility for HR. Invigilators are timetabled and briefed by the exams office.

GG.2 Securing the necessary DBS clearance for invigilators is the responsibility of the HR team. Fees are paid by the College.

GH Exam days

GH.1 The Exams Manager will book exam rooms after liaison with Vice-Principals, Estates Manager and MIS Manager. The Estates Manager is responsible for ensuring the setting up of allocated rooms in accordance with instructions issued by the Exams Manager.

GH.2 Invigilators will report to the exams office half an hour before the scheduled start time for each exam where they will be given instructions, question papers, stationery and any other equipment required.

GH.3 Subject staff may only be present at the start of an exam at the request of the Exams Manager, to assist with identification of candidates or to deal with queries, but must not advise on which questions are to be attempted. Exam papers must not be read by subject staff or removed from the exam room before the end of a session. In practical exams, subject staff must be on hand in case of any technical difficulties. Papers will be distributed to Curriculum Leaders when all scripts have been accounted for and despatched to examiners.

GH.4 In exams involving the use of IT equipment, the Exams Manager will inform the IT Support team of the dates and times, and the IT Support team will arrange for equipment to be checked and for IT Support to be available at the time of the exams.

GH.5 In the event of an emergency evacuation, the procedure in the annex attached should be followed.

GJ Appeals

GJ.1 See annex attached.



ANNEX TO EXAMINATIONS POLICY T04

Disability Policy for Examinations and Assessments

1. The Equality Act 2010 (previously Disability Discrimination Act, DDA), Special Needs and Access Arrangements extend the application of the DDA to general qualifications.
2. All College exam staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.
3. Identifying which candidates are eligible for access arrangements is the responsibility of the Additional Learning Coordinator.
4. A candidate's special needs requirements are determined by the Additional Learning Coordinator, who will record the needs on the access arrangements database which will be accessed by exams office staff.
5. The Exams Manager and exams office staff update the exam paper entries on the database to show access arrangements for each candidate.
6. Submitting completed access arrangement applications online to the awarding bodies is the responsibility of the Exams Manager.
7. Rooming for access arrangement candidates will be arranged by the Exams Manager.
8. Invigilation and support for access arrangement candidates will be organised by the Exams Manager.

9. Equality Legislation

All College exams staff must ensure that they meet the requirements of any equality legislation. The College will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Principal. The College will take every available step to ensure that students with a disability are afforded the best possible opportunities for the completion of their exams. This will include the following:

- Students who suffer injury just before, or during, the exam period will be offered access to their exams in accordance with exam regulations.
- The Exams Manager should be notified if there are any exceptional health issues.
- Any specialised equipment will be provided if required.
- Invigilators will be briefed of any exceptional issues concerning communication or other factors which may affect the candidate.
- Recruitment of invigilators will follow normal College policy with regards to disabled applicants.
- All invigilators will either receive group training including disability issues or will work alongside an experienced invigilator.
- Should the candidate require any access arrangements this will be processed by the Additional Learning Coordinator or by the Exams Manager as soon as they are made aware of the need.
- Specialist equipment will be provided by the College should there be a need, for example, computer access.
- Should the disability require the aid of a scribe or a reader, this will be provided by the College.

10. Premises

Rooms in different areas of the College are used for exams. Access to these areas is available to all and wheelchair lifts ensure that everyone can access all areas of the buildings.

Disability Policy for Examinations & Non-Examined Assessments

Type of Disability or Disadvantage	College Solution
Wheelchair user	The Sports Hall is the main large area used for exams. For wheelchair users, it can be accessed via a ramp directly into the hall. A wheelchair lift can be used to access to the balcony area in the hall. Access to exams in other buildings is available: lifts to upper floors are in all buildings. Toilets with disabled access are available in all buildings.
Use of crutches for broken leg or other lower limb complaint	The Sports Hall is the main large area used for exams. For people on crutches etc it can be accessed via a ramp directly into the hall. A wheelchair lift can be used to access to the balcony area in the hall. Access to exams in other buildings is available: lifts to upper floors are in all buildings. Toilets with disabled access are available in all buildings.
Broken arm / collar bone / finger or other such complaint	The College will arrange for candidates to have a scribe, laptop and/or extra time for the exam.
Generally feeling unwell	The College may be able to arrange for the candidate to sit the exam in a room on their own (invigilation staff permitting) and a candidate will be allowed rest breaks without penalty to the overall exam duration.
Visual disability	All exam rooms in the College are well lit. Candidates are permitted the use of their coloured overlays as required or may have their exam script photocopied onto designated coloured paper before the start of the exam. Candidates with a visual impairment may wish to receive large print exam scripts. These candidates would be given two desks in order to accommodate the additional exam material.
Hearing disability	Candidates may have the use of a live speaker for pre-recorded exam components, or a sign language interpreter. Candidates will be accommodated in a room on their own or be seated in a place wherein the exams room where they can hear all instructions clearly.
Long term illness or disability	Candidates with long term illness or a disability that makes travel to the College difficult may be allowed to sit their exams at home with permission from the individual Awarding Body.
Learning disabilities	Candidates within the College are assessed and permitted the use of a scribe, reader and/or extra time as recommended by the College's Additional Learning Coordinator.
Medication	Candidates that need to take medication during an exam should seek advice from the ALS team. All medication should be bagged and labelled with the name of the person for whom it is intended.
Diabetes	Any candidate with diabetes will be alerted to the invigilator in the exam room. Should a candidate need to test their sugar level during an exam, they should be allowed to do so. A bag of food, glucose tablets etc is supplied. Rest breaks should be recorded.



ANNEX TO EXAMINATIONS POLICY T04 Emergency Evacuation Procedure

In the event of an emergency evacuation of an exams room, invigilators have been informed that they must take the following action, in accordance with JCQ *ICE Regulation 18 Emergencies*:

1. Stop the candidates from writing.
2. Collect seating plan, in order to ensure all candidates are present.
3. Advise candidates to leave question papers and scrips in the exam room. If there are only a few candidates, consider the possibility of taking candidates with their question papers and scripts to another place to finish the exam.
4. Inform candidates they must leave the room in silence.
5. Supervise candidates as closely as possible while they are out of the exam room to ensure there is no discussion about the exam.
6. Take the exam candidates to the designated evacuation point marked in green on the fire evacuation procedures map provided in the invigilator pack.
7. When instructed, supervise the return of candidates to the exam room.
8. Make a note of the time of the interruption and how long it lasted.
9. Allow candidates the full working time set for the exam.
10. Make notes of the incident on the Exam Room Incident Log to enable the Exams Manager to produce a full report of the incident and action taken to forward to the relevant awarding body.



ANNEX TO EXAMINATIONS POLICY T04 Appeals Procedure

PA Introduction

PA.1 The College is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body's specifications and subject-specific associated documents. This is ensured by:

- subject staff having the necessary and appropriate knowledge, understanding, skills and training in the activity;
- subject staff authenticating candidates' work according to the requirements of the relevant awarding body;
- a process of internal moderation and standardisation led by nominated staff.

PA.2 An appeal against an internal assessment can be made based on the above not being fulfilled.

PA.3 After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of the College and is not covered by this procedure.

PA.4 An appeal may only be made against the marking/assessment process, not against the mark submitted by the College for moderation by the awarding body. Appeals must follow the procedure as detailed below.

PB Appeal Procedure

PB.1 An appeal should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the exam series, eg the last A level written paper in the summer exam series. An appeal should be made using the internal appeals form completed by the candidate.

PB.2 The Principal will appoint a member of CLT who has no involvement in the assessment process for that subject to conduct the investigation.

PB.3 The purpose of the appeal is to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body's specification and/or subject-specific associated documents.

PB.4 The outcome of the appeal will be made known to the Principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed.

PC Appeal procedure against College decision not to support an EAR

PC.1 Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service, and fees charged will be provided by the Exams Manager.

PC.2 The EAR service may have been requested by College staff or by candidates if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular exam result, the Exams Manager or member of teaching staff or the Principal will investigate the feasibility of requesting an enquiry at the College's expense.

PC.3 Where the College does not uphold a request from a candidate, the candidate may pay the appropriate fee and a request will be made to the awarding body on the candidate's behalf.

PC.4 If the candidate believes there are grounds to appeal against the College's decision not to support an enquiry, an appeal can be submitted to the College using the appeals form at least one week prior to the internal deadline for submitting an EAR.

PD Appeal procedure following the outcome of an EAR

PD.1 Where the Principal remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body following the guidance in the JCQ publication *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services>, and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>.

PD.2 Where the Principal is satisfied after receiving the outcome of an EAR but the internal candidate is not satisfied, they may make a further representation to the Principal. Following this, the Principal's decision as to whether to proceed with an appeal will be based on the College's internal appeals arrangements. Candidates are not permitted to make direct representation to an awarding body.

PD.3 The appeals form should be completed and submitted to the College within ten calendar days of the notification of the outcome of the enquiry. Subject to the Principal's decision, this will allow the College to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the candidate on the submission of the appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the candidate by the College.

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- an internal assessment decision**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name if different to appellant	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand 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's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the member of CLT on behalf of the Principal, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for The Sixth Form College, Solihull have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The College agrees to have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to have available for inspection purposes and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

1. Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:
iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

<https://www.gov.uk/appeal-exam-result>

<http://www.jcq.org.uk/examination-system/the-appeals-process>



ANNEX TO EXAMINATIONS POLICY T04 Contingency Plan

CP.A Exam Manager extended absence at key points in the exam cycle

The exams team is structured with the Exams Manager and two Exams Assistants. The team is overseen by an Assistant Principal. In a period of extended absence, the Exams Assistants would take responsibility for carrying out the duties of the Exams Manager, working in consultation with the Assistant Principal. Appropriate allocation of responsibilities would be decided upon by the Assistant Principal. All members of the Exams team regularly receive training from awarding bodies. Colleagues involved in the administration of key processes are trained on how to carry out processes and who to contact if unsure.

CP.B Additional Learning Coordinator extended absence at key points in the exam cycle

This role is carried out by the Curriculum Leader for Additional Learning Support. In the event of extended absence, the Assistant Principal responsible for additional learning support would assign responsibilities temporarily. A suitably qualified external specialist assessor with an established relationship with the College may also be required to carry out access arrangement assessments and this would be decided upon by the Vice-Principal responsible for HR.

CP.C Teaching staff extended absence at key points in the exam cycle

In the event of a period of extended absence of a member of teaching staff, the Curriculum Leader would arrange teaching cover from within the team, from the wider staffing establishment of the College, or through an agency. New staff providing cover would be briefed as part of their induction process on arrangements for assessment and exams. Their practice in terms of assessments would be monitored by an experienced member of the teaching team.

CP.D Lack of appropriately training invigilators or invigilator absence

New invigilators undergo a period of shadowing following appointment. They are only allowed to work independently once they and the Exams Manager are confident that processes and procedures are understood and that invigilators are competent. The College retains a pool of external invigilators that can be used throughout the year as required. Within the wider College staff, colleagues are required to assist during main exam sessions as required if numbers are such that the pool of external invigilators is exhausted. 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.

CP.E Lack of appropriate rooms or main venue unavailable at short notice

The College has a large sports hall (capacity 293) and a large number of standard size classrooms (capacity 20). The majority of exams are accommodated within the sports hall and standard size classrooms/IT suites. The exams team works closely with the timetabling team in order to utilise rooms effectively and at short notice.

CP.F Failure of IT systems

The College endeavours to minimise IT disruption via resilient design and preventative maintenance. In the event of an issue, this would be dealt with in accordance with the College's IT disaster recovery and business continuity plan, which is reviewed regularly. In the event of the Tyber system not

producing reports and timetables, an alternative will be used utilising common IT programmes such as Access, Excel and email.

CP.G Disruption of teaching time – College closed for an extended period

In the event of the College not being able to open as normal, alternative options would be explored such as moving provision to an external location, eg leisure centre, hotel, local school. Reference should be made to the College's incident management plan. In such an instance, details would be communicated to candidates via the College's website, Tyber, text messaging facilities and email.

CP.H College unable to open as normal during the exams period

In such an event, appropriate communication with the relevant awarding bodies would be undertaken by the Exams Manager. Alternative options would be explored such as moving exams to an alternative external location, eg leisure centre, hotel, local school. The incident management plan has procedures in place whereby the College and other local educational establishments work together in such circumstances to support each other. All arrangements would be agreed with the awarding bodies before being put in place. Details would be communicated to candidates via the College's website, Tyber, text messaging facilities and email. Staff involved, including invigilators, would be contacted by email and telephone.

CP.J Candidates unable to take exams because of a crisis – College remains open

Response is dependent on the type of issue. If a candidate is able to sit the exam but cannot attend the College due to a crisis, appropriate communication with the relevant awarding body would be undertaken by the Exams Manager and alternative options would be explored, eg home, hospital, alternative centre.