



Handsworth Grange Community Sports College Exam Policy

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Cycle	Annual

Please note that any or all of this policy may be over-ridden/revisited/amended should there be any national or international situations, that dictate extreme circumstance, which is out of our control, and this will be communicated via various mediums if and when necessary.

1) INTRODUCTION:

HGCSC is committed to ensuring that the examinations management and administration process is run effectively and efficiently. This policy will ensure that:

- The planning and management of examinations is conducted efficiently and in the best interest of candidates
- We operate an efficient examination system with clear guidelines for all relevant staff
- All aspects of the centre examination process are documented and all other relevant exams related policies, procedures and plans are signposted
- The workforce is well informed
- All centre staff involved in the exam process clearly understand their roles and responsibilities
- Examination candidates understand the exam process and what is expected of them
- We conform with all national and local guidance and advice and that all those taking examinations and tests are treated equally and fairly
- We ensure all those taking exams and tests are supported within the rules, regulations and requirements of JCQ and Examination Bodies.
- We ensure that all those taking examinations receive any allowances permitted as a result of their special needs or circumstances
- Everything possible is done to anticipate, prevent, minimise and address unforeseen circumstances that may disrupt the examination process and/or disadvantage pupils

It is the responsibility of everyone at HGCSC to read, understand and implement this policy.

This policy will be available on the school website and in the staff shared drive along with all other exam documents such as the ICE book and exam related policies

The HGCSC exam policy will be reviewed as needed by the Exams Officer, relevant member(s) of the Senior Leadership Team (SLT) and other staff who have a direct responsibility for the management, coordination and implementation of examinations and tests. Where fundamental changes are required within the policy it will be presented to the Senior Leadership Team (SLT) and the Governing Body for approval.

2) LINKS

This policy is linked to other key policies and procedures such as Assessment, Teaching and Learning, Curriculum, Every Child Matters, the Single Equality Scheme, Disclosure and Barring Service (DBS)

In addition to the Exam Contingency Plan, Exam Archive Policy, Laptop Use Policy, Emergency Evacuation Policy, Lockdown Policy, Non-Exam Assessment Policy, Exam Complaints & Appeals Policy, Review of Results Policy, Escalation Policy & Pandemic Policy plus Critical Incident Plan, Child Protection & Safeguarding Policy (Exams), Staff approved to enter Secure Storage

3) AIMS and OBJECTIVES

- 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 with clear guidelines for all relevant staff
- To have a specific Bad Weather contingency plan
- To have a contingency plan in case of absent staff
- To have a contingency plan for alternative accommodation if needed for any reason
- To have a contingency plan for a national or local crisis and to have a process for developing one in the event of need (e.g. major travel disruption, severe weather conditions, national/international pandemic)
- To have the relevant policies in place

Roles and Responsibilities across the Exam Cycle

HEAD OF CENTRE/HEADTEACHER (OR THEIR NOMINATED COUNTERPART) IS RESPONSIBLE FOR:

Understanding the contents of, refers to and directs relevant centre staff to annually updated JCQ publications including:

- General Regulations for approved centres
- Instructions for Conducting Examinations
- Suspected Malpractice in Examinations and Assessments
- Post Results Services (PRS)
- Access Arrangements and Reasonable Adjustments

The Head of Centre will:

- Take overall responsibility for the school as an Examination Centre
- Have the key safe code to the facility to access exam papers
- Take responsibility for the completions of the National Centre Number
- Register annual update and forward a signed copy to the Exams Officer (EO) for inspection purposes
- Approving new qualifications/boards and supporting the Subject Leader with applications to same (subject to a two-year probationary period and if requirements are not met, the awarding body will review the approval and take appropriate action to secure compliance)
- Ensuring that there are written agreements in place with any "Third Party" providers
- Advise on Appeals and Reviews of Results
- Ensure that results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Report all suspicions or actual incidents of malpractice
- Ensure that the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements
- Ensure that all venues used for conducting examinations meet the requirements of JCQ and awarding bodies
- Ensure that staff are only entered for qualifications through the centre if all other options have been exhausted (ie no other centre available) and that the proper protocols are in place to prevent such members of staff having access to examination materials prior to the examination (s)
- Ensure that awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting

exams where a relevant member of centre staff has a personal connection to the candidate

- Ensures that access to the secure room facility is restricted to the authorised 2-4 keyholders
- Take all reasonable steps to prevent the occurrence of malpractice (which includes maladministration) before, during the course of and after examinations/non-exam assessments have taken place
- Ensures that irregularities are investigated and inform the awarding body of any cases of alleged, suspected or actual incidents of malpractice and maladministration involving a candidate or a member of staff are reported to the awarding body immediately
- Ensures that risks to the exam process are assessed and appropriate risk management/contingency plans are in place
- Ensures that the relevant awarding body is immediately informed if the security of question paper/confidential supporting instructions is put at risk
- Ensures that a written process is in place to not only check the qualification (s) of appointed assessors (s) but that the correct procedures are followed as per Chapter 7 of JCQ Access Arrangements and Reasonable Adjustments
- Ensure SENDCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved
- Ensure there is an Internal Appeals Procedure in place
- Ensure there is a Non-Exam assessment policy in place and identify and manage risk
- Ensure there is a Child Protection/Safeguarding Policy in place including DBS clearance
- Ensure that there is an Examination Emergency Evacuation Policy in place
- Ensure there is a criteria for Laptop use
- Ensure there are relevant policies for BTEC
- Ensure there is an Escalation Policy in place
- Ensure that there is a Pandemic Policy in place
- Ensure that centre staff do not forward emails or letters from awarding bodies or JCQ personnel without prior consent, to third parties or upload such correspondence onto any social media
- Ensure that centre staff do not advise parents/candidate to contact awarding bodies/JCQ directly nor provide them with addresses or email addresses of awarding body examining/assessment or JCQ personnel
- Ensure that staff who have taught or prepared candidates are not invigilators during examination
- Ensure that confidential materials are only delivered to authorised members of centre staff
- Authorise Overnight Supervision applications
- Ensure that the Conflict of Interest Log is up to date and supports the EO in the activity

LEADERSHIP LINK (DATA, ASSESSMENT, EXAMS AND REPORTING) IS RESPONSIBLE FOR

- To have overall responsibility for the strategic direction of the provision of exams and assessment at Handsworth Grange
- To line manage the Exam Officer
- Accessing the exams@hgcsc.co.uk emails from candidates (Summer Results only) expressing interest in review of their script and forwarding these requests to the appropriate Subject Leader for consideration.
- Liaising with Subject Leaders as to the confirmed list of school funded reviews of marking **which fully meet the school criteria and have the support of the Subject Leader** and providing a signed list of approved candidates to the Exam Officer by the first Friday of the first week of term
- Referring to the Review of Marking Policy criteria and informing candidate by email that a review of marking has been approved and ask them to provide a consent form
- Referring to the Review of Marking criteria and informing candidate by email that the criteria has not been fulfilled and asking them if they wish to proceed with a private review
- Authorising any Priority Reviews of Marking applications; obtaining the consent form and making full details of application request(s) available to the Exam Officer before the day identified as Post Results Priority Application Day –which will be clearly stated on the HGCSC Timeline for most Major Amendments and Post Results Services document which is annually updated and distributed to Leadership Team and Subject Leaders
- Results Day Management and ensuring that senior staff are available immediately after the publication of all results including November, January, February if applicable
- Headline Figures preparation and dissemination to Head of Centre, Leadership Team and whole school
- Approving all review of marking requests and BTEC external unit resits
- Managing the process, put in place by awarding bodies, DfE, Ofqual and any other key stakeholders, plus SLT within centre, for collation and submission of information to award a GCSE final certification grade if an exam season cannot go ahead due to national/international pandemic
- Being aware of the Escalation Plan and the duties therein
- Ensure that the EO attends appropriate training to enable the examination process to be effectively and efficiently managed
- Support the EO throughout the exam cycle
- Ensure that centre staff undertake key tasks within the examination process and meet deadline set by EO
- Ensure confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions

- Manage any appeals regarding candidates and centre assessed marks – refer to Exam Complaints and Appeals Policy
- Manage any Internal Appeals for GCSE
- Ensure any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to the candidate signing the authentication statement or reported to the awarding body if after the statement is signed
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Determine if invigilators will be deployed in certain circumstances ie Art timed Portfolio
- Approve any Special Consideration applications prior to submission
- Managing the process, put in place by awarding bodies, DfE, Ofqual and any other key stakeholders, plus SLT within centre, for submission of information to award a BTEC program certification grade if an exam season cannot go ahead due to national/international pandemic
- Managing the process, put in place by awarding bodies, DfE, Ofqual and any other key stakeholders, plus BTEC SLT Link within centre, for collation and submission of information to award a GCSE final certification grade if an exam season cannot go ahead due to national/international pandemic
- Sourcing the Access Arrangements Rooms to be used each examination series

LEADERSHIP LINK BTEC IS RESPONSIBLE FOR (THIS WILL BE ENCOMPASSED INTO THE RESPONSIBILITY OF THE ABOVE IN 2023/24):

- Co-ordinating the BTEC Programme Leaders by scheduling a time to sit and submit all BTEC internal unit marks via Pearson secure site, whether by full cohort spreadsheet or individually; in a timely manner prior to the deadline of 5/7 annually, in order to ensure certificates are received into centre for Results Day
- Hosting and managing the annual BTEC Quality Management and Review event
- Managing the process, put in place by awarding bodies, DfE, Ofqual and any other key stakeholders, plus SLT within with centre, for submission of information to award a BTEC programme certification grade if an exam season cannot go ahead due to national/international pandemic

EXAM OFFICER IS RESPONSIBLE FOR

The Exam Officer has responsibility for the operational running the Exams Office

The Exams Officer refers to and is familiar with the contents of the annually updated JCQ publications including:

- General regulations for approved centres
- Instructions for conducting examinations
- Suspected malpractice in examinations and assessments

- Post Results Services

The Examination Officer will:

- Manage all the administration of public and internal exams to include timetables/entries/seat plans/room set up/invigilation rota/specialist equipment/resources/clash resolution/overnight supervision/transferred candidate/alternative site arrangement
- Advises the Leadership Team, Subject Leaders and other relevant staff on annual exam timetables and application procedures as set by the various awarding bodies using information given by said staff.
- Oversees the production and distribution to staff and candidates of an annual calendar for each exam series, using information given by staff, and communicates regularly with staff concerning imminent deadlines and events
- Brief other relevant centre staff where they may be involved in the receipt and despatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials
- Collect and record Conflict of Interest submissions prior to each exam series, raise a risk assessment for each individual, informing awarding bodies if applicable
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them such as the need to keep students under centre supervision until 10am/2.30pm. This is communicated at Y11 Parents Information Evenings in September and will appear on GCSE timetables
- Provide personalised timetables when relevant, which candidates are required to check for accuracy of personal details such as spelling and date of birth
- Provide a generic timetable for all internal exam windows
- Provide candidates with all exam information via school email and other mediums – containing no mobile phones/warning to candidates/coursework/non-exam assessment/info to candidates/privacy notice and social media
- Consults with teaching staff to ensure that any necessary non-exam assessments are completed on time and submitted/despached (if necessary) in a timely manner and in accordance with JCQ guidelines
- Maintains systems and processes to support the timely entry of candidates for their examinations, using information collected from Subject Leaders
- Endeavour to reduce late fees
- Charge late entry fees that could be avoided to the relevant department
- Registers other courses i.e. BTEC in a timely manner using information given by Subject Leaders.
- Books online on-demand BTEC external units using information given by Subject Leaders
- Facilitate any other online assessments/exams with support from Subject Leader if the default arrangement of a written paper is over-ridden
- Receives, checks and stores securely all exam papers, controlled stationary, completed scripts and downloaded online log-ons and passwords
- Packages and arranges completed scripts for collection by courier and keeps appropriate dispatch records with the “yellow” DfE service
- Identifies and manages exam timetable clashes/overnight supervisions together with the Subject Leader of the relevant subject

- Accounts for income and expenditures relating to all exam costs/charges, as far as possible using the information given.
- Line manages the exam invigilators, organises the recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams. Keeps a record of the training given. Works with SENDCo for Access Arrangements
- Works with Subject Leaders to submit non-exam assessment marks in a timely manner, deals with returned coursework (forwarded to the appropriate department to securely store) and any other material required by the appropriate awarding bodies correctly and in a timely manner.
- Arranges for retrieval of exam results, to pass to Data Manager on Results Days
- Make Review of Marking applications and request any Access to Scripts provided candidates have provided a signed consent form
- Make Priority Review of Marking on a date pre-arranged by the Head of Centre each year
- Maintain the Review of Marking spreadsheet
- Inform candidates of the outcomes of Reviews of Marking
- Update SIMS with any changes of grade
- Maintains the Exam Contingency File
- Observe the Exam Archive Policy and adhere to dates therein
- Makes applications for Special Consideration using **specific** information submitted by staff/student/parent/carer.
- Administers Access Arrangements in the exam room
- Arranges for dissemination of examination results and provisional results to candidates
- Arranges results information for Senior Leadership and Subject Leaders
- Work with Subject Leaders/Leadership for any Centre Consortium Arrangements applications
- Makes applications/arrangements for Transferred Candidates as host or entering centre and obtaining photographic identification
- Reports very late candidates to the relevant awarding body
- Provides examination incident log for each exam to record any incidents or irregularities
- Receive, check and arrange certificates for collection by candidates in November of each year
- Update and manage the HGCSG Microsoft Form for requests for Certificates from former students throughout the school year, referring to the Exam Archive Policy if necessary
- Keep a record of confidential materials checked in and out of secure storage at the relevant time (e.g. Languages Listening)
- Approve relevant access rights for centre staff to access awarding body secure sites
- Ensures staff are aware of the regulations regarding to retention and disposal of candidates' work
- Ensuring that the papers for the exam session are correct by asking an invigilator to double check all details PRIOR to opening in the secure room and keeping a written record (second pair of eyes check)
- Ensure that all Erratum notices are given out at the correct time
- Provide clean copies of any authorised examination materials which candidates are not expected to provide for themselves (if not included in the paper or packet)

- Retain spare papers until the awarding body allows them to be released
- Inform candidates and staff of the National Contingency Day in case of local or national disruption to any exams
- Hosting annual JCQ Inspection for the exam room section
- Host any Readiness or Question Paper JCQ Inspections
- Apply for Alternative Site arrangements once the Business Manager has approved and confirmed details
- Apply for Overnight Supervision once Head of Centre authorises the arrangement
- Update and Maintain the Access Arrangements Responsibilities Plan
- When confirmed by the Head of Centre, will ensure that awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a relevant member of centre staff has a personal connection to the candidate
- Arranging for displays to be covered up as appropriate by informing the Display Technician
- Manage, along with support from SENDCo, the DocsPlus Computer Reading facilitation
- Manage along with HoY and LT link the Internal Exam Window Catch-up Procedure initially for Year 11
- Manage and facilitate CATS (Cognitive Ability Tests)
- Manage and facilitate Reading Tests
- Accessing and importing ULN numbers via batch file, when needed, supported by the Receptionist

LEADERSHIP LINK FOR SEND IS RESPONSIBLE FOR

- Being a point of contact and ensuring any issues relating to SEND and exams are discussed where relevant and outcomes gained, communicated and actioned
- Ensuring that Exam Home Visits (only as a last resort) are Risk Assessed by the most appropriate colleague (TBC as at 10/19) and the report findings and recommendations distributed

LEADERSHIP LINK (DEPUTY HEAD) IS RESPONSIBLE FOR:

- Having the key safe code for the facility to access exam papers (along with Head of Centre)
- Being aware of the Escalation Plan and the duties therein

CHAIR OF GOVERNORS: HGSCS/MINERVA TRUST IS RESPONSIBLE FOR:

- Being aware of the Escalation Plan and the duties therein

BUSINESS MANAGER/BSM IS RESPONSIBLE FOR:

- Deciding and arranging Alternative Site arrangements if the school cannot be used for any reason and to advise the Exams Officer in a timely manner of the full postal address of any alternative accommodation which affects the full cohort. This will enable Exams Officer to submit the information to all the relevant Awarding Bodies
- Ensuring that the secure storage facility is solely assigned to examination use
- Ensuring that trained, knowledgeable staff are available to keep the exam office basically running without accruing late fees and disadvantaging students, when the need arises. A succession plan is to be finalised and appropriate people named subsequently
- Ensuring that the Centre can facilitate accessing results, and if not to make alternative arrangements
- Ensuring that the Centre has a alternative venue for Results Day if necessary and inform candidates of the new arrangements.
- Ensuring there is a Disability/Accessibility Policy in place
- Ensure there is a Data Protection Policy in place that complies with GDPR Act 2018 regulations
- Ensuring there is a Lockdown Policy in place specific to exams
- Ensuring that there is an Examination Emergency Evacuation Policy in place for any candidates with a disability who may need assistance if an examination room is evacuated
- Ensuring no Fire drills scheduled for any timetabled examination day
- Ensuring no noisy site work programmed for any timetabled examination day
- Ensuring that Exam Team colleagues are covered by Public Indemnity Insurance or similar, when facilitating a home invigilation arrangement

SUBJECT LEADERS ARE RESPONSIBLE FOR:

- Keeping up to date with qualification, specification and moderation if necessary

- Timely submission of estimated entries, intention to enter, registrations, internal assessment marks, non-exam assessment marks and any other data required by the Exams Officer
- Withdrawal of entries or registrations before the entry deadline (if possible) of any entries of candidates who have left the school, changed groups, who have indicated they will be absent, to enable Exam Officer to obtain a refund of the entry fee
- Ensuring non-examination assessments are valid for the series in which they are entered
- Ensuring that all the department are following the JCQ Instructions for Conducting Non-Exam Assessments
- Being on hand (or a nominated counterpart made available) for a practical examination if this applies to the department
- Supporting the Exam Officer if they wish to offer the online version of a paper rather than the default arrangement of written
- Ensuring that for other qualifications, the department follow appropriate instructions issued by the awarding body
- Ensuring that candidates are informed if access arrangements do not apply in a component included in the department's subjects
- Timely entries for relevant exam series
- Timely entries for any re-sits (if applicable)
- Ensuring candidates are entered for the correct syllabus and tier if applicable and ensuring all necessary entries are made to claim certification (ie cash in codes)
- Applying to new awarding bodies if necessary for a new qualification once authorised by the Head of Centre and understanding that this is subject to a 2-year probationary period. If requirements are not met, then approval will be reviewed by the awarding body who will take appropriate action to secure compliance
- Guidance to candidates regarding exam entries
- Giving details of new syllabus to Exam Officer/Line Manager/Business Manager to include in the Exam Forecast Budget
- Giving details of lost or missing coursework to the Exam Officer in order to complete the necessary paperwork to send to the Awarding Body.
- Involvement in post-results procedures, advising candidates about reviews of marking and appeals
- Ensuring that Post Results Requests are given to the Exam Officer by the first Friday of the first week of term
- Ensuring that they and the department look on Script Viewer for any potential review of marking for Pearson qualifications PRIOR to making an application to ensure a review is meaningful and more likely to be a positive return
- Non-Exam Assessment facilitation within the department
- Claims marks and certification for BTEC
- Ensuring support from the team e.g. to aid the start of exams, clarify any issues.
- Helps to ensure that late arrivals for the examination are identified and contacted
- Informing the EO of any centre consortium arrangements and support the applications for any such arrangement to meet the awarding body deadline
- Ensuring access to relevant awarding body secure websites is gained
- Submitting information and exam papers to the EO to facilitate internal exam windows

- Support SENDCo in determining and implementing appropriate access arrangements
- Ensuring that candidates are informed of any centre assessed marks prior to submitting to the awarding body, allowing them enough time to request a review of the centre's marking of the assessment if so desired and still have enough time to meet the deadline for submission of marks – refer to Exam Complaint and Appeals Policy for more details
- Ensuring that the department authenticates candidates' work to the awarding body requirements
- Ensuring that awarding bodies are informed (via the EO) of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a member of the department has a personal connection to the candidate
- Ensuring that they and their department are aware of how to store candidates work and for the required period stated by JCQ and awarding bodies
- Ensuring that work is returned to candidates after the specified time slot or disposed of according to the regulations
- Providing different coloured papers if necessary for internal exam windows
- Providing enlarged text papers if necessary for internal exam windows
- Providing an electronic copy of internal exam papers to EO to enable the DocsPlus facility to be put into place for internal exams
- Following the Internal Exam Window Catch Up Procedure for Year 11 exams initially
- Supporting the process, put in place by awarding bodies, DfE, Ofqual and any other key stakeholders, plus SLT within centre, for submission of information to support the award of a final GCSE certification grade if an exam season cannot go ahead due to national/international pandemic

DATA AND CURRICULUM MANAGER IS RESPONSIBLE FOR

- Analysing exam results and providing headline figures for the Leadership Team under the guidance of the Leadership Team colleague responsible for Data, Assessment and Reporting
- Provide results information to external organisations where required
- Entering PI Manual Data
- Entering any results from external outside providers
- Undertaking the September checking exercise

HEAD OF YEAR IS RESPONSIBLE FOR

- Registering and identifying candidates on exam days, identifying and co-ordinating the chasing up of late candidates.
- Informing the Exams Officer immediately if they are aware of circumstances that might mean there are extenuating circumstances for a candidate which need to be considered.
- Distributing timetables/documentation to students adhering to the HGCSG 3 Prior Weekly Plan
- Supporting EO and exam team with any behaviour issues

- Supporting the Exam Officer and LT Link with the Internal Exam Window Catch Up Procedure for Year 11 exams initially
- Supporting the EO with CATs and Reading Test facilitation as needed

ASSISTANT SENDCo IS RESPONSIBLE FOR

- Making applications for Access Arrangements approval using form 8 supplied by SENDCo
- Ensuring that the Form 8 used each year is the current year's version
- Making applications for BTEC/CiDA Access Arrangements approval
- Making emergency Access Arrangements applications
- Making applications for Alternative Accommodation (single candidates only)
- Initiate and maintain DocsPlus individual candidate profiles
- Being the Specialised Assessor for the centre (refer to section 18 for responsibilities and expectations)
- Hosting the JCQ Inspector visit as part of the annual inspection or as a standalone specific visit. Keeping all necessary files and evidence to be produced upon request

SENDCo ADMINISTRATION OFFICER IS RESPONSIBLE FOR

- Checking that the Approved Assessor is registered on RQTU (Register of Qualifications in Test Use) September of each year
- Ensuring that a copy of the Approved Assessor's qualification is kept on file
- Providing Reasonable Adjustment forms for BTEC internal units
- Training new invigilators in Scribing (other arrangements may also be included)
- Analyse and report on the information regarding usage of access arrangements in exams collected by the exam team
- Maintaining and updating the Access Arrangements booklet
- Providing name stickers for the Internal Exam Window for the EO
- Provide cover sheets for Laptop use, Scribe etc
- Provide rest break monitor forms
- Keeping Exam Laptops secure when not in use
- Being aware of log on/password/printing procedure for Laptop users
- Assisting with DocsPlus Computer Reader facilitation

SENDCo IS RESPONSIBLE FOR:

The Special Educational Needs Department Co-Ordinator refers to, directs relevant centre staff to and is familiar with the contents of the annually updated JCQ publication:

- Access Arrangements and Reasonable Adjustments

The SENDCo will:

- Lead on the access arrangements and reasonable adjustments process within the centre (referred to in this policy as "access arrangements")

- Arrange identification and testing of candidates' requirements for access arrangements
- Ensure that the applications are made on time with evidence in place prior to application
- Provide additional support with spelling, reading, maths, dyslexia or essential skills, hearing impairment, EAL, IT equipment to help candidates achieve their course aims
- If not the qualified access arrangements assessor, source and work with the person appointed on all matters relating to assessing candidates and ensures that the correct procedures are followed to identify access arrangements requirements
- Ensure that the written procedure is followed on appointing an assessor if the assessor is not employed within the centre (see Section 13 for criteria)
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Gather evidence to support the need for access arrangements for a candidate
- Liaise with centre teaching staff to gather evidence of "normal way of working" of an affected candidate
- Liaise with centre staff to implement appropriate access arrangements for candidate undertaking internal assessments
- Liaise with centre teaching staff to make appropriate arrangements for access arrangement candidates
- Supports and leads on the use of DocsPlus Computer Reader
- Determines candidate eligibility for arrangements or adjustments that are centre delegated and ensures, in partnership with the Subject Leaders that candidates are informed where the access arrangement is not applied – for example Languages Listening
- Determines candidate eligibility for being withdrawn from the main exam hall and locating in a separate room using knowledge and evidence to support as the normal way of working
- Determines the allocation of home invigilation by ascertaining if a candidate is in the care of either Hospital and Home or CAMHS because they have an evidenced and proven medical issue (physical or mental) that causes a significant and persistent difficulty thereby preventing them from accessing school. This will only be considered if Transferred Candidate arrangement is not available.
- Ensures that a responsible adult is present at all times in the building if a candidate is approved home invigilation – this is a mandatory request.
- Gather signed data protection notices from candidates where required
- Employ good practice in relation to the Equality Act 2010
- Liaise with EO and Senior Teaching Assistant regarding examination time arrangements for access arrangement candidates including rooming
- Ensure that staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the particular arrangement (s) and keeps a record of the content of the training provided to facilitators for the required period (can be kept with the basic training information kept by the EO)
- Ensure that criteria for candidates granted separate invigilation within the centre are clear, meets JCQ regulations and best meets the need of individual candidates and remaining candidates in the main exam rooms.

- Ensure that appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams or assessments to candidates where they are disabled in within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensure that a candidate is involved in any decisions about arrangements and/or adaptations that may be put in place for him/her
- Ensure exam information is adapted where this may be required for a disabled candidate to access it
- Where relevant, ensure the necessary and appropriate step are undertaken to gather an appropriate picture of need and demonstrate a normal way of working for distance learners and home educated candidates and that the candidate is assessed by the centre's appointed assessor (the centre does not accept private candidates so this is not applicable)

SPECIALISED ASSESSOR:

The written process in place not only to check the qualifications of the assessor (s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments is below:

- The SENDCo will see if the assessor used the previous year is available or source another professional who **must present their relevant qualifications at the time of engagement/employment/interview: Ideally the assessor will have an established working relationship with the centre, or before an assessment establishes a relationship with the centre:**
 - Post Graduate course at or equivalent to Level 7 (including at least 100 hours relating to individual specialist assessment, detailed in Chapter 7)
 - Specialist assessor with current SpLD Assessment Practising Certificate as awarded by BDA, the Dyslexia Guild or Patmoss and be listed on the SASC website
 - An appropriately qualified psychologist registered with the Health and Care Professions Council
- The SENDCo must ensure that the assessor/proposed assessor:
 - Must have a thorough understanding of the current edition of the JCQ publication "Access Arrangements and Reasonable Adjustments"
 - Be familiar with the Equality Act 2010 (although it is not their role to determine what is a "reasonable adjustment", but rather to help identify access arrangements that might assist the candidate?)
 - Either holds an appropriate qualification to teach and make recommendations for secondary aged or adult learners who have learning difficulties or be a HCPC register psychologist
 - Is registered on RQTU (Register of Qualifications in Test Use) to ensure that the assessor is physically registered
- The Head of Centre is responsible for

- The quality of the assessor/proposed assessor and subsequently the quality of the access arrangements in his/her centre and
- The appointment of assessor/proposed assessor and checking the qualifications of those assessing candidates eg photocopy of certificate or screenshot of HCPC or SASC registration
- Satisfying themselves that the professional does have the required level of competence and training
- After appointing, the SENDCo will:
 - Provide the assessor with background information prior to the assessment
 - Provide the assessor with evidence of normal way of working which the assessor **must ask for prior to assessment**
 - Work with the assessor to ensure a joined up and consistent process
 - Ensure that the assessor personally carries out relevant assessments
 - Ensure that the assessor uses current editions of nationally standardised tests
 - Ensure that the assessor record the results on any tests indicating that the impairment has a substantial and long-term adverse effect on the candidate's performance
 - Discuss access arrangements with the assessor as the responsibility to request an arrangement specifically lies with the SENDCo
 - Receive results of assessments from the assessor as standardised scores
 - Ensure that the assessor completes and signs Form 8 Section C
 - Ensure that they complete Form 8 Section B (recommendations) in addition to Section A (normal way of working)
 - Refer to Chapter 7 to ensure conformity to all requirement
 - Arrange for the assessor to be registered on Access Applications Online as required

LEAD INVIGILATORS/EXAM INVIGILATORS ARE RESPONSIBLE FOR

- Starting and finishing the exam whether internal or external (leads) and reading any erratum notices
- Ensuring the exam base is maintained as set out by the Site Management Team, in accordance with JCQ Requirements acting on the advice and instructions of the Exams Officer.
- Ensuring all regulations as explained by the Exams Officer are adhered to during exams
- Checking that there are no unauthorised items in the room
- Ensuring the collection of all exam papers in the correct order at the end of the exam and their return to the exam's office.
- Attending annual and relevant training, providing availability for invigilation
- Fulfilling duties requested of the post
- Mark absent candidates on the seating plan
- Ensuring that they are aware if there are any Transferred Candidates in the exam

- Being aware of how to check identity of any candidate wearing religious garb
- Ensuring late arrivals are given the JCQ regulations prior to entering the room
- Ensuring they know how to deal with candidates who need to leave the room temporarily
- Ensuring correct stationary is used for each paper
- Check that that question papers are correct for the session, with the EO in the secure room, PRIOR to being opening to avoid potential breach of security and signing the record sheet as evidence
- Ensuring they know how to summon assistance when needed
- Ensuring they are aware of the Emergency Evacuation Policy and the escape route of each room
- Ensuring they are aware of how to evacuate a candidate with a disability
- Ensuring they are aware of the Lockdown Policy
- Ensuring they are aware of safeguarding and what do to if any concerns
- Ensuring that no spare papers are taken from the exam room by any member of staff
- Ensuring that they are aware of Access Arrangements, who and how to administer
- Ensuring that they are aware of the Bad Weather Contingency Plan if they are part of the team
- Completing exam incident form for every exam
- Ensuring they are aware of Laptop users
- Covering and uncovering displays if required
- Ensuring they are aware of DocsPlus Computer Reader and how it works but not expected to manage this
- Ensuring they are aware of Scribing regulations
- Ensure they are aware of and in the possession of the JCQ Mandatory Checklist for Invigilators (updated each year)

REPROGRAPHICS TECHNICIANS ARE RESPONSIBLE FOR:

- Supporting the Languages/Music Listening exams (plus any other audio related subjects) by arranging audio equipment on the dates, venues and times defined by the Exam Officer

ICT TECHNICIANS ARE RESPONSIBLE FOR:

- Facilitating all online examinations such as GCSE, BTEC, CATS with information given by the Exam Officer
- Ensuring that all machines are always up to date with the most current version of any software needed to host online exams
- Supporting online examinations, by ensuring that all rooms are set up ready, by being around at the start to unlock exams and be to reachable in case of an IT emergency during the exam itself
- To rectify any incidents during the exam itself; report the details to the Exam Officer to report to the awarding body and claim special consideration for the candidate

- Ensuring all laptops used for exams are exam eligible with the facility to save a document onto the school secure server to allow a member of centre staff to print off for the candidate once the exam is complete
- Ensuring IT provision and support on any Results Days during the year
- Ensuring that A2C is always installed on the EO machine and that if any change of machine or upgrade takes place, that this facility is always available
- Downloading files from awarding bodies (via the EO) and providing secure files and log ons for candidates (advised by EO) who will need to access said files as part of their exam
- Downloading and placing DocsPlus Computer Reader software on the network and supporting use of before and during exams; ensuring all machines have the software installed
- Supporting and maintaining student email to be able to email exam results via the SIMS intouch facility

PREMISES STAFF ARE RESPONSIBLE FOR

- Ensuring rooms are set up as instructed by the Exams Officer and the desks correctly spaced with 1.25m between each desk
- Ensuring that the Hall or other designated area is set up as requested by the Exam Officer for the main Summer Results Day in August
- Ensuring that the centre is open and accessible for staff needing to come in to work and prepare for the main Summer Results Day
- Setting up Privacy Screens for online exams as directed by the Exams Officer
- Being a designated keyholder for the secure store only
- Taking confidential materials to the secure storage as one of the designated keyholders

RECEPTION STAFF ARE RESPONSIBLE FOR:

- Supporting the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exams
- Ensuring that completed scripts are stored in a locked facility until collection by Parcelforce and returned to the EO secure storage if not collected
- Maintaining a register of confidential package deliveries in compliance with JCQ regulations
- Supporting the EO in assisting with the collection of GCSE main series certificates
- Accessing and importing ULN numbers when needed, supported by the Exam Officer

COVER MANAGER IS RESPONSIBLE FOR:

- Rerooming and publishing a plan for internal and external exam days

CANDIDATES ARE RESPONSIBLE FOR:

- Taking receipt of exam information documents issued by email and abiding by them; this includes entries and results information
- Ensuring Names and Dates of Birth are correct on entry statements otherwise all costs to change certificates will be the candidate's responsibility
- Understanding non-exam assessment regulations and signing a declaration that authenticates the work as their own
- Understanding the rules and regulations and what the sanctions are for non-compliance, understanding how appeals are structured and what constitutes an appeal situation
- Checking their centre assessed marks prior to submission and asking for a review of the centre's marking of the assessment if so desired – in conjunction with Exam Complaint and Appeals Policy
- Understanding and complying with the centre obligation of keeping candidates under centre supervision until 10am/2.30pm
- Keeping their exam timetable safe
- Turning up on time for relevant exams and submitting assignments when asked to
- Remembering their Exam Number to use on every exam paper
- Not booking holidays or making other personal arrangements that could possibly clash with exams to which they have been entered
- Arranging collection of GCSE Results – either collecting personally, an email request, arranging for a third party to collect or supplying a stamped addressed envelope, or by using the Microsoft Form request facility
- Ensuring they take with them to every exam any equipment normally required of a candidate e.g. pens, pencils, rulers.
- Making a written request if they do not want their results to be published in the local press
- Paying for certain resits
- Reimbursing the centre when they fail to attend an external examination
- Discussing the possibility of a Review of Marking and following this up to ensure satisfactory outcome taking note of the deadlines – refer to Review of Marking Policy for all such information
- Paying in advance for a Review of Marking or Access to Script- refer to Review of Marking Policy for criteria and information
- Ensuring that Review of Marking consent forms are fully completed with name, exam number and signature and aware of the fact that a form will not be submitted if the identity of the originator cannot be confirmed.
- Informing the EO if they feel that Special Consideration should be applied to any paper or window of time
- Taking note of the National Contingency Day that awarding bodies may identify in the event of national or local disruption to exams
- Being aware of the Emergency Evacuation Policy and the consequences of non-adherence
- Being aware of the Lockdown Policy
- Being aware of how to use DocsPlus computer reader if this applies to them and asking for extra tuition until fully conversant with the system

Malpractice

MALPRACTICE

The Head of Centre or their nominated counterpart is responsible for investigating suspected malpractice.

Please note that any requests to view any exam related documents ie malpractice reports and subsequent statements will be referred to the school Data Protection Policy/Subject Access Request.

Contingency Planning

CONTINGENCY PLANNING

Contingency planning for exams administration is the responsibility of the Business Manager, with the Exams Officer and other staff with a vested interest. There is a Contingency Plan.

CRITICAL INCIDENTS:

a) Specific Bad Weather Contingency Plan

The Head of Centre has recruited a group of volunteers (*from within school staff and external invigilators*) who have guaranteed that they will be able to attend school on bad weather days in order to operate timetabled examinations as per the timetable. Staff will be contacted by text when necessary. This has not been needed or used yet and may change after the first use to reflect the needs of the school

b) Absence of Exam Officer

The Head of Centre is to ensure that trained, knowledgeable staff are available to keep the exam office basically running without accruing late fees and disadvantaging students, when the need arises. A succession plan is to be finalised and appropriate people named subsequently.

The 4 named key holders are the 3 premises staff and the EO. The premises staff will have access to the secure storage via the means of a key safe access code for the specific means to place material in there immediately after delivery to centre. The Head of Centre and Deputy Head only, have the key code to enter the secure storage to access exam papers and other secure items in order to run an exam.

c) Alternative Accommodation (if we cannot run exam here i.e. if hall and gym are out of action for any reason or if building work is going on)

The Head of Centre to advise the Exams Officer in a timely manner of the full postal address of any alternative accommodation which affects the full cohort. This will enable Exams Officer to submit the information to all the relevant Awarding Bodies.

d) National Incident (such as recent volcanic ash 2010)

Centres will take advice from JCQ and the Awarding Bodies concerned and act accordingly, keeping candidates informed. Candidates should check with the Centre and check their website for up to date statements.

JCQ identify a National Contingency Day each year in case of local or national incidents which will be communicated to all candidates and staff.

e) Disruption of Teaching Time where centres are closed for an extended time.

The planning and implementation should be decided at school level. Candidates could be advised to sit papers at a later series if available and possible.

f) Disruption in the Distribution of Examination Papers:

If a crisis disrupts the distribution of examination papers then Awarding Bodies would provide access to a secure website where papers could be downloaded. The Exams Officer would make copies and keep in secure conditions.

Alternatively, copies could be faxed to centres if electronic transfer is not possible.

The Awarding Bodies could source alternative couriers to deliver exam papers.

g) Candidates Unable to take Examinations because of Crisis, where centre can remain open

The Centre will apply for special consideration where candidates have met the requirements.

Candidates could be advised to sit modular papers at a later series if available and possible.

h) If the Centre has to close for the Exam Period

- Discuss the possibility of staying open with the relevant agencies.
- Apply for special consideration where candidates have met the requirements.
- Candidates could be advised to sit papers at a later series if available and possible.
- The Awarding Bodies would be flexible and supportive if another venue has to be used. Advice from other agencies would need to be taken i.e. Health Protection, Environment Agencies)
- Investigate sharing the facilities of another Centre.

i) Disruption to Collection of Completed Examination Scripts

Centres to:

- Seek advice from normal collection agency
- Ensure secure storage of completed scripts whilst awaiting collection
- Investigate other methods of collection and obtain proof of postage.

j) Difficulty in Meeting Results Schedule

The Awarding Bodies to consider changing results schedule.

The Centre will use an appropriate method to advise candidates of any changes.

k) Centre Closed on Results Day

- The Centre to make alternative arrangements and inform candidates by an appropriate method. The Centre is looking at providing the EO with facilities at home to be able to access remotely – this is with Adam Anderson to confirm and arrange (October 2017) looking at and in conjunction with the wider Crisis Risk Assessment Plan
- The Centre to share facilities with another centre if possible. (All Saints on Granville Road have been approached with a view to being our alternative venue with a reciprocal arrangement – awaiting confirmation – October 2017)

Planning

EXAM DAYS: PLANNING

SENDCo and SENDCo LT Link will negotiate exam rooms to be made available and inform the Exam Officer who will then make the question papers, other exam stationery and materials available for the exams. The Site management is responsible for setting up the allocated rooms, to the conditions specified, using information provided by the Exam Officer. The Cover Supervisor will originate a rerooming plan and publish before internal and external exams

The Exams Officer or the Lead Invigilator will start and finish all exams

Subject Leaders should ensure that they, or an appropriate team member, are present at the start of the exam to assist with identification, settling of candidates and to provide any clarification within the rules and regulations of the Awarding Bodies. They must not advise on which questions or sections are to be attempted.

In practical exams subject teachers must be on hand in case of any technical difficulties.

Exam papers must not be read by subject teachers or invigilators or removed from the exam room before the end of a session, unless it is to check a possible error. Question papers will be passed to Subject Leaders at the end of the exam session which may be the following day.

With the exception of Art and Science, staff who have taught a group are not allowed to be the sole invigilator, although it is good practice to utilise a separate invigilator.

If required, Senior members of staff, who are specifically approved by the Headteacher may be available to start the exam.

The Exams Officer must make candidates aware of the actions to take during any Emergency Procedures (*i.e. closing all papers face up and making their way out of the room without talking, escorted by invigilators*) at the start of each exam and the penalties of not adhering to the procedures.

The Business Support Manager is to ensure that no fire alarms/drills (other than for real emergencies) are scheduled during the examination periods.

QUALIFICATIONS, SERIES, INTENTION TO ENTER, ENTRIES, LATE ENTRIES, TIMETABLES AND FEES

QUALIFICATIONS OFFERED

The qualifications offered at this centre are decided by the Senior Leadership Team.

The qualifications currently offered are GCSE, Entry Level, BTEC. There is also offsite provision.

The subjects offered for these qualifications in any academic year may be found in the centre's Options Booklet for that year. If there has been a change of syllabus from the previous year, the exams office must be informed by 01/07 of the current year

Informing the Exams Officer of changes to a syllabus is the responsibility of the Subject Leader, as is an application to a new board.

Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the Candidates, Parents/Carers, SENCo and Subject Leaders.

EXAM SERIES

External exams are scheduled in, January, May and June. Subject Leaders must advise of any deviation from this.

On-screen tests are scheduled all through the year on an ad hoc basis.

Timings for BTEC units are detailed in the School Calendar if known in advance, on demand BTEC units may be scheduled at any time.

All Internal exams for Y9, 10 and 11 at HGCSC will be held under external exam conditions.

Years 7 and 8 will sit core subjects under formal conditions

The Subject Leader determines which exam series candidates will be entered for and must ensure that the Exam Officer is told of any changes to ensure the timetable is correct.

TIMETABLES

Once confirmed, the Exams Officer will circulate the exam timetable for External Exams. Each candidate has their own personal timetable which will be communicated as a paper copy and via email.

The Exam Officer will plan the KS3/KS4 Internal Timetable for approval by LT adhering to the HGCSC 3-week prior plan. The dates for Internal Exam Windows can be found in the School Calendar. A generic timetable is produced for all Internal Exam Windows and will be communicated via Parent App and students personal school email account along with providing paper copies to pupils.

INTENTION TO ENTER

Subject Leaders are responsible for submitting Intention to Enter, to the exams officer when requested by the Exams Officer.

They are aware that non- submission may affect pre-release material.

ENTRIES, REGISTRATIONS, ENTRY DETAILS AND LATE ENTRIES

Candidates are selected for their exam entries or registrations by the Subject Leaders.

Candidates or parents/carers cannot request a subject entry, change of level or withdrawal, without signed consent from the Subject Leader and approval for withdrawal from LT.

The Centre does not accept entries from external candidates.

The Centre does not act as an exam centre for other organisations. Speaking Tests however, may be accommodated. Transferred candidates are accepted and managed.

Entry deadlines are circulated to Subject Leaders via Email and Internal Post or Pigeon hole.

Late entries/withdrawals/changes are authorised by Subject Leaders.

Entry lists are given to Subject Leaders to check and authorise before a submission to the awarding body is made.

Retake decisions will be made in consultation with Subject Leaders.

EXAM FEES

- 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.
- GCSE entry exam fees are paid by the Centre.
- Late entry or amendment fees could be charged to the Department concerned.
- Fee reimbursements are sought from candidates who decide to sit an exam after the late entry/withdrawal deadline/fail to sit an exam/do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.
- Some re-sit fees are currently paid by the Centre. It is possible that in the future candidates could be asked to pay for re-sits

POLICIES

CHILD PROTECTION/SAFEGUARDING/DATA PROTECTION/LOCKDOWN POLICY

The centre has a dedicated policy for the above.

STAFF CONFLICT OF INTEREST IN EXAMS POLICY

By 30/9 each year, the centre must inform the awarding body (via the Microsoft Form) if there are any members of centre staff who are either:

- Sitting Examinations or Assessments
- Teaching or Preparing members of their family for Examinations/Assessments (to include step family, foster family or similar close relationships)
- Teaching or Preparing members of their household for Examinations/Assessment
- Have members of their family sitting Examinations/Assessments

Awarding bodies must be informed where members of the family (to include step family, foster family or similar close relationships) or households of exams office staff are being entered for examinations or assessments whether by the centre itself or a different centre.

Any reported conflicts will be risk assessed within school and a plan put into place which will be recorded on a log and the awarding bodies informed.

This will be repeated prior to every exam series and reported to the relevant awarding body.

It is the responsibility of every individual member of staff to comply with this request.

DISABILITY DISCRIMINATION ACT (refer also to Accessibility Policy)

All exam centre staff must ensure that they meet the requirements of the Disability Discrimination Act 1995 (*DDA*), extended in 2005, and the Disability Equality Duty (*DED*), introduced in 2006.

The DDA introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act give protection to disabled people in the areas of employment and education.

'A person has a disability for the purposes of the DDA if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities' ie a person may be disabled but does not necessarily suffer a disability

The Centre will meet the requirements of the DDA by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the Business Support Manager.

Escalation Policy

The school has a specified escalation policy detailing the plan if the Head of Centre should be unavailable and who will resume responsibility in said absence

Pandemic Policy

The school has a specified pandemic policy detailing the plan if there is a national pandemic IE Covid 19

INVIGILATION STAFF

MANAGING INVIGILATORS

External staff are used to invigilate external and internal examinations.

Recruitment and monitoring of invigilators is the responsibility of the Exams Office/SENDCo

Securing the necessary Criminal Records Bureau (CRB/DBS) clearance for new invigilators is the responsibility of the Human Resource Officer

CRB/DBS fees for securing such clearance are paid by the Centre.

Invigilators are timetabled and briefed by the Exams officer, excepting requests for other tasks such a Data Input which are dealt with by the LT Link for the area requesting assistance.

Invigilators rates of pay are set by the local education authority pay scale.

CANDIDATES

Candidates

The Centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones 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. This includes mobile phones

Candidates should not book any holidays or make any arrangements that could affect attendance to exams for which they are entered. No other arrangements can be made if candidates will miss exams due to any circumstances outlined in the ICE book.

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 Officer or Subject Leader.

For exams longer than one-hour candidates may leave the exam early (*on the authorisation of the Subject Leader only*), but no sooner than one hour after the published starting time. They will not be allowed to return.

Candidates must remain under centre supervision until 10am/2.30pm

The Leadership Team, Heads of Year and Subject Leader are responsible for registering and contacting and if appropriate, collecting absent candidates on exam days.

For clash candidates, (this is when two timetabled examinations are scheduled for exactly the same time) the supervision of escorts, identifying a secure venue and arranging overnight supervision is the responsibility of the Exams Officer together with the Head of Centre, provided the relevant forms are completed and signed by parents beforehand

If overnight supervision is needed, the EO must complete the necessary paperwork before the arrangement can be implemented.

Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise be disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the Centre, the Exams Officer, or the exam invigilator, to that effect.

The candidate must support any special consideration claim with appropriate evidence within three days of the exam; the EO will then forward an application to the relevant awarding body within seven days of the exam.

ASSESSMENTS

NON-EXAM ASSESSMENTS

Staff must refer to the Non-Exam Assessment Policy for all guidance and also to the specifications.

Candidates must be informed of any centre assessed marks prior to submitting to the awarding body, allowing them enough time to request a review of the centre's marking of the assessment if so desired and still have enough time to meet the deadline for submission of marks – refer to Exam Complaint and Appeals Policy for more details

COMPLAINTS, APPEALS, INTERNAL APPEALS

FORMAL COMPLAINTS AND APPEALS

Refer to HGCSE Exam Complaints and Appeals Policy for grounds for complaint and how to make a formal complaint.

INTERNAL APPEALS ABOUT INTERNAL ASSESSMENT DECISIONS

Refer to the HGCSC Internal Appeals Procedure.

RESULTS, REVIEW OF RESULTS, INTERNAL APPEALS FOR REVIEW OF RESULTS, ACCESS TO SCRIPTS

RESULTS

Candidates will receive individual results via SIMS InTouch email. They can also request (via Microsoft Form) a hard copy to be posted or to be collected from school.

They can also make alternative arrangements, ie provide a stamped addressed envelope or another person can collect, provided they bring a written request from the candidate together with some ID, although this may now be unnecessary as all results will come via SIMS Intouch as the primary source.

Results are not automatically posted out.

Arrangements for the centre to be open on results days are made by the Leadership Link for Data, Assessment and Reporting and the centre will ensure that senior members of senior staff are available immediately after the publication of results

Candidates who do not want their results published in the local press must make a written request and hand it to the Exam Officer before **01/07** each year.

Other arrangements may be facilitated under certain circumstances ie international pandemic and this will be communicated to students, parents and other stakeholders as needed

REVIEW OF RESULTS (RoR)

RoR may be requested by Centre staff or candidates if there are reasonable grounds for believing there has been an error in applying the marking scheme. The candidate's consent is required before any RoR is requested.

We will now accept a Microsoft form request provided that the original request is sent from the secure school student email address

Your attention is drawn to the fact that it is the sole responsibility of the candidate to ensure that the form is fully completed, with Name, Exam Number, and Signature. Any forms that cannot be positively identified **will not and cannot be submitted.**

There will be a specific box placed in Reception for completed forms to be placed in. We respectfully inform you that we cannot and will not take responsibility for forms handed into individual members of staff, where are then not handed in by the deadline, whatever the reason.

Please refer to the Review of Results Policy

INTERNAL APPEALS ABOUT REVIEWS OF RESULTS (RoR):

Refer to the HGCSC Internal Appeals Procedure.

ACCESS TO SCRIPTS (ATS)

- a) After the release of results, candidates may ask Subject Leaders to request the return of papers within three days' scrutiny of the results. There is a £5.00 charge for this to cover administration costs and the consent form must be provided.
- b) Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- c) GCSE reviews cannot be applied for once a script has been returned.

CERTIFICATES

CERTIFICATES

- a) Certificates are provided to centres when results have been confirmed. Candidates who have had a successful review of marking should ensure that this is reflected on the certificate. If not then please return to the EO who will request a replacement. Please do this in a timely manner as after a certain point there could be a charge which the candidate is liable for.
- b) Certificates are collected and signed for personally. Any not collected on the evening are available for collection during normal school hours, please complete the Microsoft Form so that the certificates can be taken out of secure storage for you.
- c) Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so and provide identification

- d) The Centre retains certificates for ten years, please refer to the HGCSC Exam Archive/General Data Protection Policy. The Centre may be able to help with a printout of results in certain circumstances providing identification is provided by the candidate and is within the 10-year window.

POSTING OF CERTIFICATES

- a) We do not post out certificates in general post, due to the possibility of them being lost or damaged in transit.
- b) However, If you move (or are moving away) from Sheffield and are unable to come and collect your certificates in person – or arrange for anyone else to collect them on your behalf (with your written permission), then We can offer the following:

Posting by general post with **HGCSC taking no responsibility for any issues.** ☐

By ticking the box, you are accepting all responsibility for your certificates; should they get lost or damaged in transit. Alternatively, an email stating that you are requesting and accepting all the responsibility for your certificates to be sent in general post MUST be sent to *THE EXAM OFFICER* BEFORE postage can be actioned

Posting by Registered Post payable in advance (please tick) ☐

Paying by BACS (please call 0114 2542662 and ask for the bank details) ☐

The cost for this service includes Registered Post and HGCSC Administration £3.00

If there are any problems with non-delivery – contact the school on 0114 2542662 and we will provide you with the tracking reference to make enquiries. HGCSC do not get involved with tracking certificates

