



Exams Policy

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Policy

1.0 Purpose

- 1.1 The purpose of this exams policy is:
 - to ensure the planning and management of exams is conducted efficiently and in the best interests of candidates;
 - to ensure the operation of an efficient exams system with clear guidelines for all relevant staff.
- 1.2 It is the responsibility of everyone involved in the Centre's exam processes to read, understand and implement this policy.
- 1.3 The exams policy will be reviewed every year.
- 1.4 The Head of Centre, Academic and Data Manager and the Exams Officer will review the exams policy.
- 1.5 Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

2.0 Exam responsibilities

- 2.1 **The Head of Centre:**
 - has overall responsibility for the school/college as an exams Centre and advises on appeals and re-marks.
 - is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document suspected malpractice in examinations and assessments.
- 2.2 **Exams Officer:**
 - manages the administration of internal exams and external exams.
 - advises the senior leadership team, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by the various awarding bodies.
 - oversees the production and distribution, to all Centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
 - ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them.
 - checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines.
 - provides and confirms detailed data on estimated entries.

- maintains systems and processes to support the timely entry of candidates for their exams.
- receives, checks, stores securely all exam papers, completed scripts, and ensures that scripts are dispatched as per the guidelines.
- Liaises with the Specialist teacher / ALN who administers access arrangements and makes applications for special consideration following the regulations in the JCQ publication guide to the special consideration process.
- identifies and manages exam timetable clashes.
- accounts for income and expenditures relating to all exam costs/charges.
- line manages the senior exams invigilator in organising the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams.
- ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- tracks, dispatches, and stores returned coursework / controlled assessments.
- arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any post results service requests.

2.3 The Head of Centre has delegated responsibility for the administration of exams in their Centre to the EO.

2.4 **Heads of Subject** are responsible for:

- guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- decisions on post-results procedures.

2.5 **Teachers** are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the head of department and/or exams officer.

2.6 **The Additional Learning Needs Coordinator (SENCo)** and specialist teacher is responsible for:

- identification and testing of candidates' requirements for access arrangements and notifying the exams officer in good time so that they are able to put in place exam day arrangements
- process any necessary applications in order to gain approval (if required).

- working with the exams officer to provide the access arrangements required by candidates in exams rooms.

2.7 **Invigilators** are responsible for:

- assisting the exams officer in the efficient running of exams according to JCQ regulations.
- collection of exam papers and other material from the exams office before the start of the exam.
- collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

2.8 **Candidates** are responsible for:

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

3.0 Qualifications offered

- 3.1 The qualifications offered at this Centre are decided by the Head of Centre.
- 3.2 The types of qualifications offered are GCSE, GCE AS/A2 levels, Extended Project (Level 3).
- 3.3 The subjects offered for these qualifications in any academic year may be found in the Centre's published prospectus or similar documents for that year. If there is to be a change of specification for the next year, the exams office must be informed Six months prior to the new academic year.
- 3.4 Informing the exams office of changes to a specification is the responsibility of the Head of Subject.
- 3.5 Deputy Head -Academic will take decisions on whether a candidate should be entered for a particular subject in consultation with the Academic and Data Manager.

4.0 Exam series

- 4.1 Internal exams (mock or trial exams) and assessments are scheduled throughout the year covering 4 cycles September – April
- 4.2 External exams and assessments are scheduled in May/June.
- 4.3 Internal exams are held under external exam conditions.
- 4.4 The Head of Subject decides which exam series are used in the Centre.

- 4.5 The Centre does offer some assessments on an on-demand basis. If offered, on-demand assessments can be scheduled only in windows agreed between the Head of Centre and the Head of Subject.

5.0 Exam timetables

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

6.0 Entries, entry details and late entries

- 6.1 Candidates or parents/carers can request a subject entry, change of level or withdrawal.
- 6.2 As a general rule the Centre does not accept entries from private candidates. Only the Head of Centre can approve any private candidates.
- 6.3 The Centre does not act as an exams Centre for other organisations.
- 6.4 Each student is issued with a statement of entries which they must sign and confirm is correct before the set deadline. Failure to meet the deadline may result in extra charges to the student.
- 6.5 Entry deadlines are circulated to heads of department/curriculum via email, noticeboard and briefing meetings, Heads of Department will provide estimated entry information to the exams officer to meet JCQ and awarding body deadlines.
- 6.6 Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation, in writing, of Head of Subject.
- 6.7 GCSE re-sits/retakes are allowed.
- 6.8 AS re-sits/retakes are allowed.
- 6.9 A level re-sits/retakes are allowed.
- 6.10 Re-sit decisions will be made by Head of Centre in consultation with Head of Subject.

7.0 Exam fees

- 7.1 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.
- 7.2 The exams officer will publish the deadline for actions well in advance for each exams series. GCSE entry exam fees are paid by the Centre
- 7.3 AS entry exam fees are paid by the Centre.
- 7.4 A level entry exam fees are paid by the Centre.
- 7.5 If the Centre is at fault for the late entries, the Centre will absorb any late entry or amendment fees

- 7.6 Fee reimbursements are not sought from candidates:
- if they fail to sit an exam.
 - if they do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.
- 7.7 Re-sit fees are paid by the candidates.

8.0 Equality Legislation

- 8.1 All exam Centre staff must ensure that they meet the requirements of any equality legislation.
- 8.2 The Centre 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 Head of Centre.

9.0 Access arrangements

- 9.1 The specialist teacher will inform subject teachers of candidates with special educational needs
- 9.2 and any special arrangements that individual candidates will need during the course and in any
- 9.3 assessments/exams.
- 9.4 A candidate's access arrangements requirement is determined by the specialist teacher.
- 9.5 Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of specialist teacher.
- 9.6 Submitting completed access arrangement applications to the awarding bodies is the responsibility of the specialist teacher.
- 9.7 Rooming for access arrangement candidates will be arranged by the Exams Officer.
- 9.8 Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised by the specialist teacher and Exams Officer.
- 9.9 Please refer to the ALN Policy for all access arrangement procedures.

10.0 Internal Appeals Procedures

10.1 Appeals procedure against internally assessed marks

- 10.1.1 Cardiff Sixth Form College is committed to ensuring that whenever its staff marks candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

- 10.1.2 Staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity will mark candidates' work. Cardiff Sixth Form College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- 10.1.3 If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body
- 10.1.4 Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of Centre marks to the awarding body.
- 10.1.5 Appeals must be made in writing (using the internal appeals form see appendix 1)
- 10.1.6 The Head of Centre will appoint a senior member of staff, Deputy Head - Academic to conduct the investigation. The senior member of staff will not have been involved in the internal assessment process for that subject.
- 10.1.7 The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
- 10.1.8 The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
- 10.1.9 The outcome of the appeal will be made known to the Head of Centre 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 irregularity in procedures to light, the awarding body will be informed.
- 10.1.10 After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between Centres.
- 10.1.11 The moderation may lead to mark changes. This process is outside the control of Cardiff Sixth Form College and is not covered by this procedure.

10.2 Appeals procedure following the outcome of an enquiry about results

- 10.2.1 Where the Head of Centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications 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>
- 10.2.2 Where the Head of Centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with an appeal will be based upon the Centre's

internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

- 10.2.3 The internal appeals form (appendix 2) should be completed and submitted to the Centre within 10 calendar days of the notification of the outcome of the enquiry. Subject to the Head of Centre's decision, this will allow the Centre 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 appellant on submission of the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the Centre.

11.0 Complaints and Appeals Procedure (exams)

11.1 Purpose of the procedure

- 11.1.1 This procedure confirms Cardiff Sixth Form College compliance with JCQ's General Regulations for Approved Centres 2019-2020, section 5.7 that the Centre has in place "...a written complaints and appeals procedure which will cover general complaints regarding the Centre's delivery or administration of a qualification."

11.2 Grounds for complaint

- 11.2.1 A candidate (or his/her/parent/carer) may make a complaint on the grounds below. This is not an exhaustive list.

11.2.1.1 Teaching and learning

- Quality of teaching and learning, for example
- Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
- Teacher lacking knowledge of new specification/incorrect core content studied/taught
- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the Centre's internal appeals procedure)

- Centre fails to adhere to its' internal appeals procedure
- Candidate not informed of his/her Centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her Centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of Centre assessed marks

11.2.1.2 **Access arrangements**

- Candidate not assessed by the Centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non- acquisition of a signed Data Protection Notice)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

11.2.1.3 **Entries**

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

11.2.1.4 **Conducting examinations**

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place

- Room in which exam held did not provide candidate with appropriate condition for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the exam regulations
- Online system failed during (online) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

11.2.1.5 **Results and Post-results**

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of Centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a Centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via exams officer to the Centre's internal appeals procedure)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

11.3 **Complaints and appeals procedure**

11.3.1 If a candidate (or his/her parent/carer) has a general concern or complaint about the Centre's delivery or administration of a qualification, he/she is following; Cardiff Sixth Form College encourages him/her to try to resolve this informally in

the first instance. A concern or complaint should be made in person, by telephone or in writing to the Deputy Head - Academic

11.3.2 If a complaint fails to be resolved informally the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

11.4 How to make a formal complaint

If the complaint cannot be resolved on an informal basis, then the student / parents should put their complaint in writing to the ADM (complaints@ccoex.com).

11.5 How a formal complaint is investigated

11.5.1 The Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion

11.5.2 The findings and conclusion will be provided to the complainant within 2 working weeks

11.6 Appeals

11.6.1 Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing to the Principal, Gareth Collier using the email gareth.collier@ccoex.com
- Complaints received will be logged by the Centre and acknowledged within 5 calendar days
- The appeal will be referred to – Chair of Governors

11.6.2 The Chair of Governors will inform the appellant of the final conclusion in due course.

12.0 Non examination assessments

12.1 For the June 2018 series onwards, all learners must be provided with the marks of their Centre-marked assessments and be able to request a review of the Centre's marking prior to marks being submitted to WJEC.

12.2 JCQ regulations have been updated accordingly, and notices regarding reviews of marking have been issued. Frequently Asked Questions are included in the JCQ document 'Notice to Centres – informing candidates of their Centre assessed marks'

12.3 Please refer to the Assessment Policy for full details.

13.0 Contingency planning

13.1 Contingency planning for exams administration is the responsibility of the Exams Officer.

- 13.2 Contingency plans are available via email, noticeboard and briefing meetings, and are in line with the guidance provided by Ofqual, JCQ and awarding organisations. Please see appendix 1 for CSFC Exams Day Contingency Plan.

14.0 Emergency evacuation

- 14.1 An emergency evacuation is required where it is unsafe for candidates to remain in the exam room. This might include a fire in the exam room, the fire alarm sounding to warn of fire, or the lock down policy being activated to alert staff of a bomb alert or other serious threat. Please refer to Lockdown Policy for further guidance.
- 14.2 In exceptional situations, where candidates might be severely disadvantaged or distressed by remaining in the exam room, the emergency evacuation procedure may also need to be followed. This might include situations where there is severe disruption in the exam room, serious illness of a candidate or invigilator or similarly serious incidents.

15.0 Emergency evacuation of an exam room

15.1 Roles and responsibilities

15.1.1 **Head of Centre**

- Ensures the emergency evacuation policy for exams is fit for purpose and complies with relevant health and safety regulation

15.1.2 **Senior leader**

- Responsible for the Centre-wide emergency evacuation procedure, ensures all staff and appointed fire marshals are aware of the policy and procedures to be followed when an emergency evacuation of an exam room is required

15.1.3 **Additional Learning Needs coordinator (SENCo) & Specialist Teacher**

- Ensures appropriate arrangements are in place for the emergency evacuation of a disabled candidate from an exam room where different procedures or assistance may need to be provided for the candidate
- Ensures the candidate is informed prior to taking their exams of what will happen in the event of an emergency evacuation.

15.1.4 **Exams officer**

- Ensures invigilators are trained in emergency evacuation procedures and how an incident and actions taken must be recorded
- Ensures candidates are briefed (Candidate exam handbook), prior to exams taking place, on what will happen in the event of an emergency in the exam room
- Provides invigilators with a copy of the emergency evacuation procedures for each exam room

- Provides a standard invigilator announcement for each exam which includes appropriate information for candidates regarding what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room
- Liaises with the ALN and other relevant staff prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
- Briefs invigilators prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
- Ensures appropriate follow-up is undertaken after an emergency evacuation reporting the incident to the awarding body and the actions taken through the special consideration process

15.1.5 Invigilators

- By attending training, ensure they understand what to do in the event of an emergency in the exam room
- Follow the actions required in the emergency evacuation procedure issued to them for each exam room
- Confirm with the exams officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating

15.1.6 Other relevant Centre staff

- Support the senior leader, ALN, exams officer and invigilators in ensuring the safe emergency evacuation of exam rooms

15.2 See appendix 3 for emergency evacuation procedure

16.0 Private candidates

- 16.1 The acceptance of entries from private candidates is entirely at the discretion of the Head of Centre. Evidence of identity will be required, such as photographic evidence of identity at each examination.
- 16.2 Managing private candidates is the responsibility of the Exams Officer.
- 16.3 Specifications that involve controlled assessment/non-examination assessment are not available to private candidates.
- 16.4 The Centre will be invoiced by the awarding body for the cost of the entry, and the Centre will therefore make an equivalent charge to the private candidate and may, in addition, charge supplementary administration fees.
- 16.5 If a private candidate subsequently withdraws from the examination refund of fees is at the discretion of the Head of Centre.

- 16.6 It is the responsibility of the private candidate to inform the Centre of any timetable clashes. Where necessary, the Centre will then make appropriate alternative arrangements. It should be noted, however, that timetable variations are not permitted where an examination clashes with work experience, participation in sporting events, weddings or holidays and under no circumstances will a candidate be allowed to take an examination on a day other than that for which it has been timetable

17.0 Estimated grades

- 17.1 Heads of Subject are responsible for submitting estimated grades to the Exams Officer when requested by the Exams Officer.

18.0 Managing invigilators

- 18.1 This policy aims to ensure the fair and orderly conduct of examinations and to set out the responsibilities of invigilators to ensure that the examination is conducted according to these instructions in order to:
- ensure all candidates have an equal opportunity to demonstrate their abilities;
 - ensure the security of the examination before, during and after the examination;
 - prevent possible candidate malpractice;
 - prevent possible administrative failures
- 18.2 The JCQ 'Instruction for conducting examinations' (ICE-2018/2019) will be made available to all invigilators which inform invigilators about what is expected of them, and indicates the extent of the discretion which they may exercise in carrying out their duties. Invigilators appointed by Heads of Centre shall supervise examinations in accordance with the ICE booklet. The integrity of the Centre's examination process is of paramount importance.
- 18.3 Examination invigilators play a vital role in ensuring that the correct protocols are followed, that security is maintained, and that examinations are conducted in a fair and appropriate manner. Invigilators should familiarise themselves with the ICE booklet and specifically the invigilators' responsibilities. All invigilators will receive annual training to update their knowledge and communicate any new JCQ requirements.

19.0 Malpractice

- 19.1 The Head of Centre in consultation with senior leaders is responsible for investigating suspected malpractice.
- 19.2 Invigilators must be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell. Any irregularities must be recorded in the exam room incident log.

- 19.3 The Centre will notify an awarding body immediately, by completing the appropriate documentation, of any alleged suspected or actual incidents of malpractice.

20.0 Exam days

- 20.1 The Exams Officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.
- 20.2 The Exams Officer is responsible for setting up the allocated rooms.
- 20.3 The Exams Officer, Invigilators and Senior Leaders will start and finish all exams in accordance with JCQ guidelines.
- 20.4 Subject staff may be present at the start of the exam to assist with identification of candidates. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.
- 20.5 In practical exams, subject teachers' availability will be in accordance with JCQ guidelines.
- 20.6 Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to Heads of Department after all candidates within the Centre have completed the examination in accordance with JCQ's recommendations. This could technically be immediately after the awarding body's published finishing time for the examination if there are no timetable variations; later in the day if a candidate, on account of a timetable clash, is sitting the examination later in the published session, or the following day.
- 20.7 After an exam, the Exams Officer will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with support staff.

21.0 Candidates

- 21.1 The Exams Officer will provide written information to candidates in advance of each exam series. JCQ notices to candidates will also be available on the google classroom exams. Each candidate will sign to acknowledge that they have received the rules and regulations set out by the JCQ.
- 21.2 The Centre's published rules and acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the Centre accepts no liability for their loss or damage.
- 21.3 Only those senior members of staff authorised by the Head of Centre to specifically perform the tasks of identifying candidates, instil discipline, check that candidates have been issued with the correct question papers and start the examination off may be present in the examination room.
- 21.4 In an exam room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other electronic

communication or storage devices with text or digital facilities. Any precluded items must not be taken into an exam room.

- 21.5 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 and Invigilators.
- 21.6 Note: candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.
- 21.7 The Exams Officer is responsible for handling late or absent candidates on exam day.

22.0 Clash candidates

- 22.1 The Exams Officer will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays.

23.0 Special consideration

- 23.1 Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the Centre's Exams Officer and specialist teacher to that effect.
- 23.2 The candidate must support any special consideration claim with appropriate evidence within seven days of the exam.
- 23.3 The Exams Officer will make a special consideration application to the relevant awarding body within seven days of the exam.
- 23.4 Form 10 – JCQ/SC should be submitted within seven days of the last examination in the series in each subject. Late applications may be accepted at the discretion of the awarding body.
- 23.5 Refer to ALN and Access Arrangements Policy for further details.

24.0 Internal assessment

- 24.1 It is the duty of Heads of Department to ensure that all internal assessment is ready for dispatch at the correct time. The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.
- 24.2 Marks for all internally assessed work are provided to the exams office by the Head of Subject. The Exams Officer will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the Centre's Internal Appeals Procedure (IAP) document.

25.0 Results

- 25.1 Candidates will receive individual results slips on results days,
- in person at the Centre
 - by post to their home address - candidates to provide a self-addressed envelope
 - posted (recorded delivery)
 - collected and signed for
 - Student Portal
- 25.2 The results slip will be in the form of a Centre produced document.
- 25.3 Arrangements for the Centre to be open on results days are made by the Head of Centre. Students will be informed via google classroom, email and parent portal.
- 25.4 The provision of the necessary staff on results days is the responsibility of the Academic and Data Manager.

26.0 Enquiries about Results (EAR)

- 26.1 The Centre will ensure that all candidates, including private candidates are made aware that all post-results service requests must be made through the Centre.
- 26.2 EARs may be requested by Centre staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may only be submitted with the consent of the group of candidates.
- 26.3 The cost of EARs will be paid by the candidate.
- 26.4 All decisions on whether to make an application for an EAR will be made by candidate. Only requests submitted using the correct EAR form will be submitted, no verbal request will be submitted. All candidates will be informed of the EAR process prior to results day, this information will be sent via google classroom, email and the parent portal.
- 26.5 All processing of EARs will be the responsibility of the Exams Officer, following the JCQ guidance.

27.0 Access to Scripts (ATS)

- 27.1 After the release of results, candidates may request the return of written exam papers.
- 27.2 Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- 27.3 An EAR cannot be applied for once an original script has been returned. The cost of EARs will be paid by the candidate.

27.4 Only requests submitted using the correct EAR form will be submitted, no verbal request will be submitted. All candidates will be informed of the EAR process prior to results day, this information will be sent via google classroom, email and the parent portal.

27.5 Processing of requests for ATS will be the responsibility of Exams Officer.

28.0 Certificates

28.1 Certificates to confirm results normally arrive within 12 weeks after the issue of results. Candidates will be informed when certificates are ready for collection.

28.2 Candidates will receive their certificates by one of the following ways:

- in person at the Centre
- by post to their home address (candidates to provide a self-addressed envelope)
- posted CSFC does not accept responsibility for any certificates lost in the post
- collected during our Cultural Event Award

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

28.4 The Centre retains certificates for one year in line with JCQ guidelines.

Appendix 1 - Exams Day Contingency Plan

<i>Exam Item</i>	<i>Holders Name</i>		<i>Responsibility</i>	
	<i>Primary</i>	<i>Secondary</i>	<i>Primary</i>	<i>Secondary</i>
Keys to Secure Storage for exam papers and exam stationery		Charlotte McQuaid		Charlotte McQuaid
Exams Office - Centre Timetable / Rooming Timetable		Charlotte McQuaid		Charlotte McQuaid
Seating Plans		Charlotte McQuaid		Charlotte McQuaid
Exam Desk Labels/Cards		Charlotte McQuaid		Charlotte McQuaid
Setting out of Exams Room	/ Usman Ulhaq /Dave Fear		Administration Team	
Notices – Warning to candidates / No Mobile Phones. ICE Booklet. Clocks.	/ Charlotte McQuaid		/ Charlotte McQuaid	
Attendance Registers	/ Charlotte McQuaid		/ Charlotte McQuaid	
Invigilator Timetable				Charlotte McQuaid
Register of Invigilators and contact details				Charlotte McQuaid
Register of Access Arrangements	/ Helen Williams		/ Helen Williams / Charlotte McQuaid	
Access Arrangements Script Cover Sheets	/ Helen Williams		/ Helen Williams / Charlotte McQuaid	
Script Envelopes			/ Charlotte McQuaid	
Examiner Address Labels			/ Charlotte McQuaid	
AB stationery booklet			/ Charlotte McQuaid	
Exam clash chart and candidate quarantine details			/Charlotte McQuaid	

Collection of Scripts		/ Charlotte McQuaid
Completion of Proof of Posting Form		/ Cerys Williamson
Postage of Scripts		/ Cerys Williamson
Awarding Body Tel. Numbers: WJEC: 02920 265 000 Edexcel: 08444 632 535 CCEA: 02890 261 200		

Appendix 2 - Internal appeals form

This form should be completed in all cases to lodge an appeal. Please tick to indicate what the appeal is against:

- internally assessed marks
- 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		Exam paper code	
Subject		Exam paper title	
Please state the grounds for your appeal below:			
<p>Appeal against internally assessed marks</p> <p>Appellant declaration</p> <p>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 assessment process not against the mark to be submitted by the Centre for moderation by the awarding body.</p> <p>Signature: Date of signature:</p>			
<p>Appeal against the Centre decision not to support an enquiry about results</p> <p>Appellant declaration</p> <p>By signing here, I am confirming I feel there are grounds to appeal against the Centre's decision.</p> <p>Signature: Date of signature:</p>			

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:**

Appendix 3 - Emergency evacuation procedure

Invigilators are trained in this procedure and understand the actions they must take in the event of a fire alarm or other emergency that leads to an evacuation of the exam room.

Emergency evacuation procedure
Actions to be taken (as detailed in the current JCQ Instructions for conducting examinations chapter18, Emergencies)
Stop the candidates from writing
Collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority
Evacuate the examination room in line with the instructions given by the appropriate authority
Candidates should leave the room in silence
Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination
Make a note of the time of the interruption and how long it lasted.
Allow the candidates the full working time set for the examination.
If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination
Make a full report of the incident and of the action taken, and send to the relevant awarding body

Additional Centre-specific actions to be taken
If in the Hall , TF4
1. Evacuate via: FIRE EXIT Located East Wing
2. Proceed to EAST GROVE
3. Await instructions from the Exams Officer, or Senior Leadership.

If in the Lecture Room , TF6

1. Evacuate via: FIRE EXIT
2. Proceed to EAST GROVE
3. Await instructions from the Exams Officer or Senior Leadership.

If in rooms SF10 & SF11

1. Evacuate via: FIRE EXIT
2. Proceed to EAST GROVE
3. Await instructions from the Exams Officer or Senior Leadership.

If in rooms SF2, SF4, SF5, SF6, SF7, SF8, SF9

1. Evacuate via: FIRE EXIT
2. Proceed to EAST GROVE
3. Await instructions from the Exams Officer or Senior Leadership.

Upon returning to the room:

- Allow the candidates a small amount of time to settle, while reminding them they are still under exam conditions.
- Instruct the candidates they will resume from where they left of and the finish time will be adjusted accordingly.
- Adjust the finish time accordingly.
- Record as much information as possible so a report can be made to the exam board.

Should the exam be abandoned:

- The exam contingency plan will be invoked and you will be briefed by the Exams Officer at the time.

Appendix 4 - Emergency Evacuation Procedure during an examination

There are no planned fire alarms for the exam period

In the event of the fire alarm ringing
<ul style="list-style-type: none">You will be instructed to stop the examination, and remain in silence.
<ul style="list-style-type: none">You will be escorted to the <u>EAST GROVE</u> area outside the college.You <u>MUST NOT</u> communicate with other students and remain in silence.

The Lead Invigilator will instruct all the students in the exam room:

- To remain calm.
- To leave all exam question papers, scripts, equipment, bags etc. in the room.
- You **must not** report to your House tutor at the meeting point, you must remain in your exam room group **in silence**.
- Proceed to the EAST GROVE area outside the college where you will be met by the exams officer and members of the Leadership Team.
- You will be dismissed one row at a time.
- When all the students have left the exam room you will be kept under close supervision as you are led to the meeting point.
- On arrival at the East Grove area, the registers will be taken. If any students are missing this will be reported directly to Ms McQuaid
- You will continue to be supervised closely whilst you are out of the exam room to ensure there is no collusion.
- When it is safe to return to the college, you will be escorted back to the exam room and once seated you will be instructed to write on the front of your answer paper that the exam was interrupted and make a note of the time and duration of the interruption e.g. "Fire alarm. Stopped: 10.02am / Restarted: 10.15am"
- You will be given the full allotted time for your exam.
- A full report will be completed by the Lead Invigilator and the Exams Officer at the end of the exam and a "Special Consideration application will be submitted to the Exam Board(s) for all students affected by the disruption.
- Please do not panic and listen carefully to instructions.

Remember; if you are found communicating with other students whilst outside the exam room during the evacuation this will be regarded as “malpractice” and the examining board will have to be informed. You may be disqualified from the examination and zero marks awarded.