



**Ortu Gable Hall School**  
*Knowledge nurtures wisdom*

# **Examinations Policy**

## **2018/19**

Reviewed: November 2018  
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## Key Staff involved in the exams policy

Ceri Evans	Head of Centre
Malcolm Hughes	Exams line manager (Senior Leader)
Tracey Munday-Clayton	Exams Officer
SENCo	David McCallum

## The Ortu Gable Hall School Examination Policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- all aspects of the centre's exam process is documented, supporting the exams contingency plan and other relevant exams-related policies, procedures and plans are signposted to
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance. This policy will be communicated to all relevant centre staff.

Communication to centre staff is made through school e-mail system, this policy will be stored within the policy folder accessible to all staff on Winpool, a copy will be uploaded onto the school website.

## Statutory tests and qualifications

The statutory tests and qualifications offered at this centre are decided by the deputy head, heads of curriculum and the senior leadership team.

The statutory tests and qualifications levels offered are GCSE, GCE and Vocational.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there has been a change of syllabus from the previous year, the exams officer must be informed by 30th September.

Decisions on whether a candidate should not take an individual subject will be taken in consultation with the subject teachers and head teacher.

At key stage 4, all candidates will be entitled, and enabled, to achieve an entry for qualifications from an external awarding body.

## Exam Responsibilities

*“The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.*

*The examinations officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.*

*The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles.”*

### Head of Centre

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - [General regulations for approved centres \(GR\)](#)
  - [Instructions for conducting examinations \(ICE\)](#)
  - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
  - [Suspected Malpractice in Examinations and Assessments \(SMEA\)](#)
  - [Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting coursework\)](#)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments
- Takes responsibility for responding to the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR [ocr.org.uk/administration/stage-1-preparation/ncn-annual-update/](http://ocr.org.uk/administration/stage-1-preparation/ncn-annual-update/)) by the end of October each year confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre’s declaration which is then kept on file for inspection purposes
  - Head of centre declaration 2018/19 located within the Data & Exams Office
- Ensures the exams officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test...”* [\[ICE\]](#)
- Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
  - the location of the centre’s secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  - appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
  - access to the secure room and secure storage facility is restricted to the authorised 2-4 keyholders
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk

- that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- Takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place
- Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the head of centre to act immediately in the event of an emergency or staff absence)

## Exam contingency plan

Refer to ORTU Exam Contingency Plan 18\_19 GHS

This plan examines potential risks and issues that could cause disruption to the management and administration of the exam process at Ortu Gable Hall School. By outlining actions / procedures to be followed in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

## Internal appeals procedures

Refer to ORTU Int Review, Post Results & Appeals Procedure GHS

Ortu Gable Hall School is committed to ensuring that whenever its staff assesses students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The school is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

If a student feels that this may not have happened in relation to his/her work, s/he may make use of this appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the school for moderation by the awarding body.

This procedure is available from the Exams Office and is posted on the Exams Notice board.

- Ensures the centre's disability policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements

## Disability / Equality policy

Refer to The Equality Act 2010 definition of disability (Appendix A)

Refer to Equalities Policy – January 2017

Refer to Adjustments for candidates with disabilities and learning difficulties / Access Arrangements and Reasonable Adjustments (JCQ - Orange Booklet Exams Office)

Gable Hall is committed to promote equality of opportunity in all aspects of its operation. It recognises its legal responsibility and will take all reasonable steps to ensure there is no discrimination against pupils, staff or parents on the grounds of age, disability, ethnicity, colour, culture, religion, gender, sexual orientation, ability or any other protected characteristic (Equality Act 2010).

The Centre will undertake the necessary and appropriate steps to gather an appropriate picture of need and demonstrate normal way of working for a private candidate. This includes distance learners and home educated students.

The centre, where required, will lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on his/her needs, the candidate may have to be assessed away from the centre, for example at home.

The centre will comply with the obligation to identify the need for, request and implement access arrangements.

- Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

### Child protection/safeguarding policy

Refer to Child Protection and Safeguarding Policy – 2018 (School Policy Files)

Ortu Gable Hall School believe that all children should be kept safe and free from abuse and neglect. The Governing Body and staff take seriously their obligations as detailed in the Children Act 2004 to work together with other professionals to improve the 'well being' of children in their care with respect to :

- physical and mental health
- protection from harm and neglect
- education training and recreation
- contribution to society
- emotion, social and economic well being

- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations

### Data protection policy

GDPR Policy - (School Policy Files)

*“Ortu Gable Hall School ensures that all candidate data where required by the awarding body has been supplied to the awarding bodies within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000, and that candidates have been properly informed that this data has been transferred to the awarding bodies*

*We hold personal data about our employees, pupils, suppliers and other individuals for a variety of purposes.*



*The Ortu Gable Hall School GDPR policy sets out how we seek to protect personal data and ensure that staff understand the rules governing their use of personal data to which they have access in the course of their work. In particular, this policy requires staff to ensure that the Data Protection Officer (DPO) be consulted before any significant new data processing activity is initiated to ensure that relevant compliance steps are addressed.”*

#### **Legislation on sharing information**

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13.

This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

However other legislation and guidance may need to be taken into account regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:

- ▶ Understanding and dealing with issues relating to parental responsibility [www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility](http://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility)
- ▶ School reports on pupil performance [www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers](http://www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers)

#### **Publication of exam results**

Refer to ICO (Information Commissioner’s Office) [Education and Families](#) information and the document [Publishing exam results](#).

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

## Access arrangements

Refer to Adjustments for candidates with disabilities and learning difficulties / Access Arrangements and Reasonable Adjustments (JCQ - Orange Booklet)

Refer to Procedures for requesting Access Arrangements

It is the responsibility for the SENCo along with SLT to source and check the qualification(s) of their assessor(s) . Pupil access arrangements are agreed before assessments are carried out, they allow candidates with special educational needs, disabilities or temporary injuries to access the assessment and show what they know and can do without changing the demands of the assessment. The intention behind an access arrangement is to meet the particular needs of an individual candidate without affecting the integrity of the assessment.

Access arrangements are the principal way in which awarding bodies comply with the duty under the Equality Act 2010 to make ‘reasonable adjustments’ following procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments.

The relevant page for each new student request should be completed and passed to the Examinations Officer, along with General Data Protection Regulation (GDPR) and F8, well in advance of each examination season.

- Ensures staff are only entered for qualifications through the centre as a last resort where the member of centre staff is unable to find another centre
- Ensures the relevant 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 other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- Ensures members of centre staff do not forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel

### Exams Officer

*“The examinations officer or quality assurance co-ordinator is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”*

- Manages the administration of public and internal exams and analysis of exam results:
- Understands the contents of annually updated JCQ publications including:
  - [General regulations for approved centres](#)
  - [Instructions for conducting examinations](#)
  - [Suspected Malpractice in Examinations and Assessments](#)
  - [Post-results services \(PRS\)](#)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of centre staff before the published deadline for entries
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

### Senior Leaders (SLT)

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - [General regulations for approved centres](#)
  - [Instructions for conducting examinations](#)
  - [Access Arrangements and Reasonable Adjustments](#)
  - [Suspected Malpractice in Examinations and Assessments](#)
  - [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)

### Special educational needs co-ordinator (SENCo)

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification

### Head Of Department (HOD)

- Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
- Ensures teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensures teaching staff attend relevant awarding body training and update events

### Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo
- Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

### Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

### Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

### Site staff

Support the EO in relevant matters relating to exam rooms and resources

### Candidates

Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers

## Examination Cycle

### Exam seasons

The exams management and administration process that needs to be undertaken for each exam series is often referred to as the exam cycle and relevant tasks required within this grouped into the following stages:

- planning
- entries
- pre-exams
- exam time
- results and post-results

This policy identifies roles and responsibilities of centre staff within this cycle.

Internal exams are scheduled in September, external exam conditions are practiced during these dates. External exams are scheduled in November, January, March and June following published dates. The head teacher and the heads of subject agree and inform the EO of the exam series to be used

### Head of centre

- Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#) (and the instructions for conducting coursework)

### Exams officer

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates

- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

## Information Gathering

### Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of [insert the titles these internal exams are referred to in the centre]

### Head of department

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information
- Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

## Access arrangements

### Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication *Access Arrangements and Reasonable Adjustments*

Refer to Adjustments for candidates with disabilities and learning difficulties / Access Arrangements and Reasonable Adjustments (JCQ - Orange Booklet)

Refer to Procedures for requesting Access Arrangements

*Access Arrangements are pre-examination adjustments for candidates based on evidence of need and normal way of working. Access Arrangements fall into two distinct categories: some arrangements are delegated to centres, others require prior JCQCIC awarding body approval.*

*Access Arrangements allow candidates/learners with special educational needs, disabilities or temporary injuries to access the assessment without changing the demands of the assessment. For example, readers, scribes and Braille question papers. In this way Awarding Bodies will comply with the duty of the Equality Act 2010 to make 'reasonable adjustments'.*

A candidate's special needs requirements are determined by the SENCO and educational psychologist / specialist teacher. The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. The SENCO can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.

- Ensures the SENCO is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

## SENCo

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed data protection notices from candidates where required
- Applies for approval through Access arrangements online (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments

## Word processor policy (exams)

Refer to ORTU Word Processor Policy GHS 2018\_19 pdf – November 2018

This policy details how the centre manages the use of word processors (including laptops and tablets) for examinations and assessments are administered in accordance with the latest JCQ regulations and guidance contained in the publications Access Arrangements and Reasonable Adjustments and JCQ Instructions for conducting examinations (ICE)

A member of the senior leadership team will produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

*The use of a word processor must reflect the candidate's normal way of working within the centre and be appropriate to the candidate's needs...*

- Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

## Separate invigilation within the centre

*“Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long term medical condition or long term social, mental or emotional needs.”*

Whereby Separate invigilation is required, the candidate's difficulties are established within the centre and known to a Form Tutor, a Head of Year, the SENCo or a senior member of staff with pastoral responsibilities. This will be agreed by the Head of Centre, instructions will be communicated with the exams officer who will ensure that all examinations and assessments are administered in accordance with the latest JCQ regulations and guidance contained in the publications Access Arrangements and Reasonable Adjustments and JCQ Instructions for conducting examinations (ICE)

## Exams Officer

- Applies for approval through Access arrangements online (AAO) under the initiative of the SENCo
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes

### Senior Leaders, Head of department, Teaching staff

- Support the SENCo in identifying and implementing appropriate access arrangements
- Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

## Internal assessment and endorsements

### Head of centre

- Provides fully qualified teachers to mark non-examination assessments
- Ensures an internal appeals procedure relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a non-examination assessment policy is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

### Non-examination and controlled assessments policy

Refer to ORTU Non Exam Assessment Policy 18 – 19

Refer to ORTU Internal Review of Marking, Post Results Services and Appeals Procedure - November 2018

The purpose of this policy, as defined by JCQ, is to

- cover procedures for planning and managing non-examination assessments
  - define staff roles and responsibilities with respect to non-examination assessments
  - manage risks associated with non-examination assessments
- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

### Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place

### Head of department

- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and (which include elements of coursework) Entry Level or Project qualifications follow JCQ *Instructions for conducting coursework* and the specification provided by the awarding body
- Ensures teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ *Instructions for conducting non-examination assessments* and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

### Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

### Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ information for candidates documents that are annually updated

### Invigilation

#### Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible
- Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

#### Exams officer

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides a training event for new invigilators on the instructions for conducting exams and an annual update event for the existing invigilation team so that they are aware of any changes.
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Ensures invigilators are briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events

## Examination Entries

### Estimated entries

#### Exams officer

- Requests estimated or early entry information, where this may be required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

#### Estimated entries collection and submission procedure

Collection of new course details and estimated entries are made via the Heads of Department in September of the new academic year.

Submission of number of entries are made via the online systems made available by the individual exam boards, following their instructions on information they require.

- Makes candidates aware of the JCQ Information for candidates – Privacy Notice at the start of a vocational qualification or when entries are being processed for a general qualification

#### Heads of department

- Provide information requested by the EO to the internal deadline
- Informs the EO immediately of any subsequent changes to information

### Registration and Final entries

#### Exams officer

- Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

## Final entries collection and submission procedure

Candidates are selected for their exam entries by the deputy head, heads of department and the subject teachers.

All Candidate exam information is collated from the internal exams database to produce a subject entry list which is agreed and signed by the Head of department/Subject leader meeting an internal deadline.

Entry is then made by the A2C system following requirements by the individual exam boards to meet the necessary deadlines.

Candidates, or parents/carers, can request a subject entry, change of level or withdrawal. This may incur a charge.

The centre does not accept entries from external candidates other than when Ortu Gable Hall School is submitting entries for that particular examination series. Therefore and in this respect, an exams administration fee together with the external awarding board fee will apply.

### Head of department

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
  - changes to candidate personal details
  - amendments to existing entries
  - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirms information is correct

### Late entries

Entry deadlines are circulated to heads of department via email and hard copy. Late entries must be authorised by the head teacher and heads of department.

### Exams officer

- Has clear entry procedures in place to minimise the risk of late entries
- Charges any late or other penalty fees to departmental budgets

### Head of department

- Minimises the risk of late entries by
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

### Re-sit entries

Re-sit entries are available for English and Maths GCSE whereby the candidate continues with further education with the ORTU 6th Form – Stanford and Corringham.



Charging will be made from ORTU 6th Form – Stanford and Corringham and will be agreed by Director of 6th Form and subject leaders.

## Transfer of GCE AS credit

### Exams officer

- Provides information to relevant centre staff/candidates on transferring credit for a GCE AS award between specifications and/or awarding bodies
- Meets the awarding body deadline for requesting transfer of credit

### Teaching staff

- Identify any affected candidates to the EO prior to the internal deadline set by the EO

## Candidate statements of entry

### Exams officer

- Provides candidates with statements of entry for checking

### Teaching staff

- Ensure candidates check statements of entry and return any relevant confirmation required to the EO

### Candidates

- Confirm entry information is correct or notify the EO of any discrepancies

## Exam Fees

The centre will pay all normal exam fees on behalf of candidates. Late entry or amendment fees are also paid by the centre provided they are made within the deadlines set by the awarding bodies. Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes.

Subject departments will be liable for charges if late entries/amendments are received after the normal deadlines.

Refer to Charging and Remissions Policy – January 2017

- Where a student has not regularly attended the lessons for a particular examination subject, the examination fee may be requested, refundable if the child or young person attends the examination;
- Where, without a medical certificate explaining the reason, a child or young person fails to complete examination requirements for any public examination for which the Academy has paid an entry fee, the Academy may seek to recover the fee from the parent;
- There may be a charge for an examination entry where there is a request from a student's carer/parent for additional subject entries to be made which are not supported by the Academy.
- Copies of marked external examination papers and for remarks will be charged at cost where parents have formally requested the information.

## Pre-exams

### Access arrangements

#### SENCo

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act 2010 (unless a temporary emergency arrangement is required at the time of an exam)

- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

## Briefing candidates

### Exams officer

- Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or local disruption to exams
- Prior to exams issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam timetable clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - wrist watches in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

## Access to scripts, reviews of results and appeals procedures

Refer to ORTU Internal Review of Marking, Post Results Services and Appeals Procedure – November 2018

Refer to Key Dates 2018-2019 documents – via awarding bodies

Refer to Post-results services / Review of Results (RoR) below

This information made available to all candidates via the Ortu Gable Hall School Website

Detailing:

- when, where and with whom they will have the opportunity to discuss their results
- the post-results services that will be made available to them by awarding bodies
- how they request a service
- the deadlines that have to be met
- the fees that will be charged
- how they are informed of the outcome of their request
- the internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a review of results or an appeal

*“Senior members of centre staff are accessible to all candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries.*

*Candidates will be informed of the periods during which centre staff will be available.”*

## Dispatch of exam scripts

### Exams officer

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

## Estimated grades

### Head of department

- Ensures teaching staff provide estimated grade information to the EO by the internal deadline (where this still may be required by the awarding body)

### Exams officer

- Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body)
- Keeps a record to track what has been sent

## Internal assessment and endorsements

### Head of centre

- Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking

### SENCo

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

### Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

### Head of department

- Ensures teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensures teaching staff assess endorsed components according to awarding body requirements
- Ensures teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

### Exams officer

- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated samples returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

### Candidates

- Authenticate their work as required by the awarding body

## Invigilation

### Exams officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

### SENCo

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates

### Invigilators

- Provide information as requested on their availability to invigilate throughout an exam series

## JCQ inspection visit

### Exams officer or Senior leader

- Will accompany the Inspector throughout the course of the visit

*“It is the responsibility of the head of centre to ensure that his/her centre....allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection. (JCQ Centre Inspectors will identify themselves with a photo ID card.) The Inspector must be accompanied throughout his/her tour of the premises, including inspection of the centre’s secure storage facility”* [ICE]

### SENCo or relevant Senior leader (in the absence of the SENCo)

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions, the inspector may raise

## Seating and identifying candidates in exam rooms

### Exams officer

- Ensures a procedure is in place to verify candidate identity including private candidates

## Verifying candidate identity procedure

All GCSE candidates attend the centre under full time education, they are identifiable by uniform and attendance during prior mock exam sessions to the team of invigilators during the academic year, the examinations officer and head of centre are able to identify all students, this can be verified by the SIMS system.

Candidate cards and seating plan are in place prior to the start of each examination session, candidates are required to sit in their own identified seat. A register is taken during the start of each exam and candidates are identified to their name at this point.

GCE students are required to place their identification cards on the exams table showing their name and picture corresponding with the candidate card and seating plan.

Private/external or transferred candidates must have a meeting prior to entry with the EO whereby a copy of identification will be kept on file until the exam date, id must be shown on the exam day. An agreement will be made on the exam requirements and expectations of the candidate to complete the exam.

*Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate will be required to be escorted by a member of staff of the same gender and taken to a private room where they would be able to remove the religious clothing for identification purposes. This procedure would be informed to the candidates in advance during the agreement of the centre's exam conditions and well before their first examination.*

*Once identification has been established, the candidate may replace, for example, their veil and proceed as normal to sit the examination.*

*All identification paperwork will be destroyed after the final exam date.*

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements and ensures candidates with access arrangements are identified on the seating plan)

### Invigilators

- Follow the procedure for verifying candidate identity provided by the EO
- Seat candidates in exam rooms as instructed by the EO/on the seating plan

## Security of exam materials

### Exams officer

- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be placed in the secure storage facility
- Ensures the secure storage facility contains only current and live confidential material (including live confidential exam stationery provided by the awarding body for the use of candidates in their assessment)

### Reception staff

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for placing in the secure storage facility

### Teaching staff

- Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

## Timetabling and Rooms

### Exams officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort)
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates

## SENCo

- Liaises with the EO regarding rooming of access arrangement candidates
- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

## Site staff

- Liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements

## Alternative site arrangements

### Exams officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service by submitting a JCQ Alternative Site arrangement notification through CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

## Centre consortium arrangements

### Exams officer

- Processes applications for Centre Consortium arrangements through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

### Head of department

- Informs the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

## Transferred candidate arrangements

### Exams officer

- Liaises with the host or entering centre, as required
- for Transferred Candidate arrangements through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

## Internal exams

### Exams officer

- Prepares for the conduct of internal exams under external conditions
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from teaching staff
- Arranges invigilation

## SENCo

- Liaises with teaching staff to make appropriate arrangements for access arrangement candidates

## Teaching staff

- Provide exam papers and materials to the EO
- Support the SENCo in making appropriate arrangements for access arrangement candidates

## Exam time

Candidates may leave the exam room for a genuine purpose requiring an immediate return to the exam room, in which case a member of staff must accompany them. The Exams Officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

## Access arrangements

Making special arrangements for candidates to take exams is the responsibility of the SENCO and the Exams Officer. Submitting completed Access Arrangement applications to the awarding bodies is the responsibility of the Exams Officer.

Rooming for Access Arrangement candidates will be arranged by the Exams Officer liaising directly with the SENCO. Invigilation and support for Access Arrangement candidates will be organised by the Exams Officer.

## Exams officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams
  - applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

## Clash candidates

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

## Special consideration

Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the Exams Officer, or invigilator, to that effect. The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example a letter from the candidate's doctor. The Exams Officer will submit an application for special consideration to the relevant awarding body within seven days of the exam.

## Candidate behaviour

The centre's published rules on acceptable dress, behaviour and candidates'. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage. Disruptive candidates are dealt with in accordance with JCQ guidelines.

See *Irregularities* below.

## Candidate belongings

See *Unauthorised materials* below.

## Candidate late arrival

### Exams officer

- ▶ Ensures that candidates who arrive very late for an exam are reported to the awarding body through CAP to timescale

- Warns candidates that their work may not be accepted by the awarding body

### Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates through training
- Ensure that relevant information is recorded on the exam room incident log

## Candidate late arrival policy

Absent candidates will be identified at the start of the exam, details given to the roaming invigilator or reported to the attendance officer. If the Candidate is identified as arriving after the start of the examination they will be held at reception upon arrival, any mobile devices will be collected by reception at this point. The candidate will be escorted by a nominated person (invigilator or member of reception) to the appropriate venue. The candidate will be allowed to enter the examination after exam instructions have been given by an invigilator, they will be allowed the full time for the examination any further supervision that may be needed will be put in place.

In the case of persistently late candidates the head of year and attendance officer will communicate with parents on procedures to assist good timekeeping.

All records will be updated in accordance with the JCQ Instructions for Conducting Examinations (ICE).

## Candidate absence

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

### Invigilators

- Are informed of the policy/process for dealing with absent candidates through training
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

### Candidates

- Are re-charged relevant entry fees for unauthorised absence from exams

## Conducting exams

### Head of centre

- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies

### Exams officer

- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an exam day checklist to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

## Dispatch of exam scripts

### Exams officer

- Dispatches scripts as instructed by JCQ and awarding bodies
- Keeps appropriate records to track dispatch



## Exam papers and materials

### Exams officer

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

## Exam rooms

### Head of centre

- ▶ Ensures that on the day of the exam, relevant internal tests, mock exams, revision or coaching sessions for the exam candidates will not be held in the designated exam room(s)
- ▶ Ensures only authorised centre staff are present in exam rooms
- ▶ Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

## Food and drink in exam rooms

As per JCQ ICE documentation:

“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.” [ICE 11]

### Exams officer

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates )
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

### Senior leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

## Emergency evacuation policy

Refer to Evacuation guidance September 2018

### Site staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

### Invigilators

- Conduct exams in every exam room as instructed in training/update events and briefing sessions

### Candidates

- Are required to remain in the exam room for the full duration of the exam

## Irregularities / Malpractice

### Head of centre

- Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body immediately, by completing the appropriate documentation
- The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room

### Exams officer

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

### Invigilators

- Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

## Managing behaviour

The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room

### Senior leaders

- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

## Special consideration

### Exams officer

- Processes appropriate requests for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies to the external deadline

## Candidates

- Provide appropriate evidence to support special consideration requests, where required

## Unauthorised materials

Candidates are instructed to place all unauthorised materials (including smart watches) into a supplied clear zip wallet, these are collected prior to the start of the examination by the invigilation team and stored out of reach from the candidates normally at the front of the examination room or a similar position that enables the invigilator to control access to the items.

For 2018 – 2019 Exam season analogue watches must be removed and placed on the desks.

At the start of all examinations Candidates are informed that :

*“In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject any unauthorised items that have been taken into the examination room will be placed out of reach of the candidates (and not under their desks) before the examination starts.”*

## Invigilators

- Are informed of the arrangements through training

## Coursework and appeals against internal assessments

### Coursework/Controlled Assessments

Candidates who have to prepare coursework should do so by the end of the course. Heads of department will ensure all coursework is ready for despatch at the correct time. The Exams Officer will keep a record of what has been sent when and to whom. Marks for all internally assessed work and estimated grades are provided to the exams office by the heads of department.

### Appeals against internal assessments

Refer to ORTU Internal Review of Marks, Post Results Services and Appeals procedure

The centre is obliged to publish a separate procedure on this subject, which is available from the exams office.

The main points are:

- appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded
- candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification
- appeals should be made in writing by 30th June to the Head of Centre (or other nominee) who will decide whether the process used conformed to the necessary requirements
- the Head of Centre’s findings will be notified in writing, copied to the Exams Officer and recorded for awarding body inspection.

## Results and post-results

### Internal assessment

#### Head of department

- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensures work is returned to candidates or disposed of according to the requirements

### Managing results day(s)

#### Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

#### Exams officer

- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

#### Site staff

- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

### Accessing results

#### Head of centre

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates

#### Exams officer

- Informs candidates in advance of when and how results will be released to them for each exam series
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

### Results day programme

Candidates will receive individual results slips on results days either in person at the centre or by post to their home addresses (candidates to provide own sae).

The provision of staff on results days is the responsibility of the Head of Centre.

#### Site staff

- Ensure the centre is open and accessible to centre staff and candidates, as required

## Post-results services / Review of Results (RoR)

Refer to ORTU Internal Review of Marking, Post Results Services and Appeals Procedure 2018-2019 – November 2018

Refer to Key Dates 2018-2019 documents – via awarding bodies

There are currently two main services provided - Enquiries about results (RoRs) and Access to scripts (ATS). These services are normally available at individual unit/component level of each qualification.

- RoR services offer clerical re-checks, reviews of marking and reviews of moderation
- ATS services provide access to marked exam scripts

ATS, EAR and appeals must be made through Ortu Gable Hall School by the Examinations Officer.

EAR's may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. If a result is queried, the Exams Officer, teaching staff and Head of Centre will investigate the feasibility of asking for a re-mark at the centre's expense. When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

GCSE re-marks cannot be applied for once a script has been returned.

When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out by completing the relevant form JCQ Enquires about Results and Appeals (Appendix A). Advice will be given of the deadline dates that need to be met. If a candidate requires this against the advice of subject staff, they will be charged payment which will be required upfront of the EAR being processed.

The candidate will be given detailed information regarding the possible outcomes of the request – JCQ Enquires about Results and Appeals (Appendix A) :

- original mark is lowered, final grade may be lower than the original grade received
- original mark is confirmed as correct, there is no change to original grade
- original mark is raised, final grade may be higher than the original grade received

### Head of centre

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- Understands that in the event of an awarding body initiating an extended review of marking, candidates' marks and subject grades may be lowered, confirmed or raised

### Exams officer

- Ensures the correct documentation is completed and signed by the candidate before processing any post result services
- Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above Briefing candidates and Access to scripts, enquiries about results and appeals procedures)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline

- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

### Teaching staff

- Meet internal deadlines to request the services and gain relevant candidate informed consent
- Identify the budget to which fees should be charged

### Candidates

- Meet internal deadlines to request the services
- Provide informed consent and fees, where relevant

## Analysis of results

### Data Manager

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the secondary school and college (key stage 4/16-18) performance tables September checking exercise

## Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed. Certificates are to be signed for when collected in person. Certificates may also be collected on behalf of a candidate by a third party, provided they have written authority to do so, which will be kept by the centre. Requests for lost/replacement certificates must be made direct to the examination boards, alternatively Gable Hall hold results for approximately 12 years so may be able to supply confirmation of qualifications. A £10 charge will apply for this service.

### Exams officer

- Produce a signing record document to track the collection of certificates
- Will ensure that all certificates are packaged securely and signed for on collection by either the candidate or nominated person

### Candidates

- May arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates

## Retention of certificates

It is the responsibility of the Exams Officer to securely store all unclaimed or uncollected certificates and to update the certificate signing sheet with the date and details of certificates when destroyed.

## Estimated Grades

The Heads of Department will submit estimated grades (Forecast grades) to the Exams Officer when requested, these will be submitted electronically via our MIS direct to the awarding bodies.

## Internal exams

### Exams officer

- Briefs invigilators on conducting internal exams
- Returns candidate scripts to teaching staff for marking

## Invigilators

- Conduct internal exams as briefed by the EO

## Examination Season Review

### Exams officer

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
- Collects and evaluates feedback from staff, candidates and invigilators to inform review

### Senior leaders

- Work with the EO to produce a plan to action any required improvements identified in the review

## Retention of records

### Exams officer

- Keeps records as required by JCQ and awarding bodies for the required period
- Store information securely as required by JCQ regulations

## Exams archiving

At the end of each academic year archive records will be compiled to include students individual subject results along with the certificating exam board. The paper information will be stored securely for reference purposes only for approximately 12 years. All other examination information will be stored within the Centre's database system.

## Managing Invigilators

- External invigilators will be used for external exams.
- The recruitment of invigilators is the responsibility of the exams office.
- Securing the necessary Criminal Records Bureau (CRB) clearance for new invigilators is the responsibility of HR Personnel. CRB fees for securing such clearance are paid by the centre.
- Invigilators are timetabled and briefed by the exams office.
- Invigilators' rates of pay are set by HR Personnel.

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**Head of Centre**

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**Exams Officer**

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**Date**

## Appendix A

### The Equality Act 2010 definition of disability

Generally, impairments have to meet the statutory requirements set out in section 6 and Schedule 1 to the Equality Act 2010 and associated regulations.

The Equality Act 2010 definition of disability is usually considered cumulatively in terms of:

- identifying a physical or mental impairment;
- looking into adverse effects and assessing which are substantial;
- considering if substantial adverse effects are long term;
- judging the impact of long term adverse effects on normal day to day activities.

Statutory guidance on the Equality Act 2010 definition of disability has been produced by the Office for Disability Issues (within the Department for Work and Pensions) to help better understand and apply this definition - <http://odi.dwp.gov.uk/docs/wor/new/ea-guide.pdf>

The clear starting point in the statutory guidance is that disability means **'limitations going beyond the normal differences in ability which may exist among people'**.

**'Substantial'** means 'more than minor or trivial'. Substantial adverse effects can be determined by looking at the effects on a person with the impairment, comparing those to a person without the impairment, to judge if the difference between the two is more than minor or trivial.

**'Long term'** means the impairment has existed for at least 12 months, or is likely to do so.

**'Normal day to day activities'** could be determined by reference to the illustrative, non-exhaustive list of factors in pages 47 to 51 of the statutory guidance relating to the Equality Act 2010.

**(Study and education related activities are included in the meaning of 'day to day' activities.)**

The guidance from the Office for Disability Issues referred to above illustrates the factors which might reasonably be regarded as having a substantial adverse effect on normal day to day activities. Factors that might reasonably be expected not to have a substantial adverse effect are also provided.

**Factors that might reasonably be expected to have a substantial adverse effect include:**

- persistent and significant difficulty in reading and understanding written material where this is in the person's native language, for example because of a mental impairment, a learning difficulty or a sensory or multi-sensory impairment;
- persistent distractibility or difficulty concentrating;
- difficulty understanding or following simple verbal instructions;
- physical impairment – for example, difficulty operating a computer because of physical restrictions in using a keyboard.

**Factors that might reasonably be expected not to have a substantial adverse effect include:**

- minor problems with writing or spelling;
- inability to read very small or indistinct print without the aid of a magnifying glass;
- inability to converse orally in a language which is not the speaker's native spoken language.