



# Blessed George Napier RC School

## Exams & Internal Appeals policy

2025/26

This policy is reviewed annually to ensure compliance with current regulations

<b>Approved/reviewed by</b>	
<b>Date of next review</b>	October 2026

## Purpose of Policy

The centre is committed to ensuring that the examinations and assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This policy will ensure that:

- all aspects of the examination process are documented, supporting the centre's contingency plan, and other exams related policies and procedures and plans are signposted to.
- the workforce is well informed and supported
- all centre staff involved in the 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 examination/assessment system at all times.
- exam candidates understand the 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 via school central files and for students and parents/guardians via the school website.

## Examination 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 to ensure the security and integrity of the examinations/assessments at all times This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements”.*

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of JCQ *General Regulations for Approved Centres* booklet. In particular, heads of centre must familiarise themselves with sections 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to request and/or actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

*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 cannot also be the examinations officer.** A head of centre and an examinations officer are two distinctive and separate roles.” [GR 2]*

## Roles and Responsibilities

### Head of Centre

#### **Resilience and contingency arrangements**

([GR 3.16-19](#))

The centre must ensure they are familiar with the regulators' guidance and/or awarding body guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering and securely retaining evidence of candidate performance in line with the published guidance.

In the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

The centre must have an up to date written contingency plan.

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan must cover the following scenarios:

- the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo (or equivalent role), examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle
- the potential impact of other events such as flooding, which could lead to all or parts of the centre becoming unavailable
- potential issues with the centre's IT systems.

As part of its contingency plan the centre must identify an alternative site or alternative sites which can be used if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different year groups.

The centre must have at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure where candidates' work is produced electronically it is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up via the Cloud. The centre must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

## Cyber security

([GR 3.20-21](#))

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training

The training must include:

- the importance of creating strong, unique passwords for all accounts
- keeping all account details strictly confidential
- the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access
- how to properly set up and use MFA for both centre and awarding bodies' systems
- an awareness of all types of social engineering/phishing attempts
- the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

Certificates of completed staff cyber training must be downloaded and held on file for inspection. The NCSC training resource provides a certificate of completion of cyber training.

- developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies

- implementing and enforcing robust security measures, including:
  - mandatory MFA for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data
  - regularly reviewing and updating security settings to align with current best practices
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*  
Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

(GR 1)

Heads of centre will ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, Heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

**It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the *Instructions for conducting examinations document*.** Failure to do so may constitute malpractice as defined in the JCQ publication [Suspected Malpractice: Policies and Procedures, 1 September 2025 to 31 August 2026](#).

(GR 5.1)

**The head of centre must ensure:**

- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims, centre assessed marks or modified papers.
- all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority
- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:

[General regulations for approved centres](#) (GR)

[Instructions for conducting examinations](#) (ICE)

[Access Arrangements and Reasonable Adjustments \(AA\)](#)

[Suspected Malpractice - Policies and Procedures](#)(SMPP)

[Instructions for conducting non-examination assessments \(NEA\)](#)

[Instructions for conducting coursework \(ICC\)](#)

[A guide to the special consideration process \(SC\)](#)

AI Use in Assessments: Your role in protecting the integrity of qualification.

Guidance for centres on cyber security

Instructions for conducting non-examination assessments (Vocational and Technical Qualifications) (NEA VTQs)

Notice to Centres – Informing candidates of their centre-assessed mark

Plagiarism in Assessments – Guidance for Teachers/Assessors

- Ensures the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught Including appropriate accommodation for candidates requiring access arrangements and/or practical assessments.
- Ensures the centre has a secure storage facility in a room solely assigned to examinations
- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies
- Where/if using a third party to deliver any part of a qualification (including the assessments or the administration) at the centre:
  - maintains oversight of, and responsibility for, the delivery and administration of the qualification in accordance with JCQ regulations and awarding body requirements
  - has in place a robust written agreement with the third party (unless exclusions apply) that includes provisions which ensure that qualifications are delivered in a way that complies with their agreement with the awarding body, to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
  - ensures that a copy of the written agreement is available for inspection if requested by the awarding body
  - monitors delivery by the third party to maintain compliance with the published JCQ regulations and awarding body requirements, ensuring the security and integrity of examinations and assessments
  - ensures sufficient managerial and other resources are in place to resolve any issues

### **National Centre Number Register and other information requirements**

- Provides contact details as follows:
  - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre
  - a landline telephone number – this must be the number of the main office/ switchboard of the centre
  - a contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations (Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable)
    - Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites
  - the name of the head of centre and their email address
  - senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue)
- Completes the National Centre Number Register annual update by the end of October every year even if there are no changes to centre details.
  - informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the head of centre)
  - informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)
  - informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
    - completes the National Centre Number Register Head of Centre Declaration by the end of October every year confirming they are aware of and adhering to the latest versions of the JCQ regulations
    - responds to any other reasonable requests made by the National Centre Number Register Team
- Understands that the responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, the head of centre's declaration, and/or requests or actions raised by the JCQ Centre Inspection Service will result in:

- the centre status being suspended
- the centre not being able to submit examination entries
- the centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre
- Ensures that relevant members of staff respond promptly to requests and/or actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties, (see **National Centre Number Register and other information requirements** section)
- Ensures that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments
- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/ and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel email addresses of awarding body examining/assessment personnel or JCQ personnel

### **Recruitment, selection and training and support**

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other appropriate resources, to undertake the delivery and administration of the qualification and assessments as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- The centre's contingency planning must include succession arrangements for members of staff involved in examination and assessment administration.
- Provides fully qualified teachers/assessors for the verification and marking of centre assessed components.
- Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work
- Enables the relevant senior leader(s), teachers the examinations officer (EO) and the SENCo to receive appropriate training and support to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations.
- Ensures the SENCo (or equivalent role), the centre's appointed access arrangements assessor and the examinations officer undertake regular CPD, such as attending an annual update course
- appoint a SENCo, or an equivalent member of staff, to coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, and those with a temporary illness or injury
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments)

- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process and to make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid) or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements)
- ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates must be held on file for inspection)
- have a written process in place to check the qualification(s) of their assessor(s) and that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures that the SENCo understands the JCQ document [Access Arrangements and Reasonable Adjustments](#) and is given sufficient time to manage the access arrangements process within the centre
- Ensures that the examinations officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role
- Ensures that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation (This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations
- Access to the secure room **must** be restricted to between two and six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures...
- **The secure storage facility**  
Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times.
- When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.
- Ensures that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system

### Controlled assessments, coursework and non-examination assessments

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions
- Submits, in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

- Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities
- Ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body, ensures candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review)
- Ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- Ensures that where candidates' work is produced electronically it is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up via the Cloud (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)
- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. internally assessed marks
- Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework, which includes details on how candidates' work will be authenticated, is in place
- 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

### External and Internal governance arrangements

- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent.
- Has in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensure centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Officer
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures that, wherever possible the following individuals are not assigned as invigilators during an examination: a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a learning support assistant who has supported one or more candidates Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

### Escalation Process

- In the absence of SLT lead on exams (MJ) SM will assume responsibility – see Escalation Process

### Delivery of qualifications

- Ensures delivery of qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are

made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates

- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject

### **Public liability**

- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims

### **Security of assessment materials**

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
  - reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
  - the location of the centre's secure storage facility in a secure room which must only be used for the purpose of administering secure examination materials.
  - the secure room only contains exam-related material
  - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (the exams officer must be one of the keyholders) and staff approved by the head of centre are accompanied by a keyholder at all times
  - appropriate arrangements are in place to ensure that confidential examinations materials are only handed over to authorised members of centre staff
  - Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
  - Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams

### **Malpractice**

([GR 5.11](#))

The centre will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place
- inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration involving a candidate or a member of staff, by completing the appropriate documentation
- as required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require
- ([GR 6.2](#)) Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*

### **Policies**

#### **Policies available for inspection**

BGN has in place the following policies for inspection that are reviewed and updated annually and can be accessed on the school website:

- a child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements (available from the school website)
- a written complaints policy
- Complaints Policy (Exams)
- a written conflicts of interest policy
- Contingency Plan
- a written data protection policy
- a written equalities policy
- Internal Appeals Policy
- Equalities Policy
- Data Protection Policy (Exams)
- Malpractice Policy
- NEA/Controlled Assessment/Coursework Policy
- Whistleblowing Policy
- Word Processor Policy

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

### Personal data

([GR](#) 6.6, 6.8)

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programs and data ("Student Materials"). Awarding bodies may use the Student Materials to evaluate candidates' performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

### Conflicts of interest

- Manages conflicts of interest awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
  - any member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
  - any members of centre staff who are teaching and preparing members of their family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units
- Maintains internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where:
  - exams office staff have members of their family(which includes stepfamily, foster family and similar close relationships)or close friends and their immediate family (e.g. son or daughter) being entered for exams and assessments at the centre or at another centre
  - centre staff are taking qualifications at this centre which do not include internally assessed components/units
- Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:
  - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials

- during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment
- 
- centre staff is taking a qualifications at another centre

## Results

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates
- Ensures the centre's obligations as detailed in the regulations are met.
- 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
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)
- Ensures that senior members of staff are accessible to candidates after the publication of results

## Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation, an unannounced visit or any requests for information within the stipulated timeframe
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility

## Deputy Head

- Be familiar with the contents, refer to and direct 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 \(NEA\)](#)

[A guide to the special consideration process](#)

[Post results Service](#)

- Ensure teaching staff delivering relevant qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering GCE & GCSE specifications and Vocational and Technical Qualifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Respond (or ensure teaching staff respond) to requests from the EO on information gathering
- Meet the internal deadline for the return of information

- Inform 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
- Note the internal deadlines in the annual exams plan and directs teaching staff to meet these
- Support the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- Produce a word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations
- For other qualifications, ensure teaching staff follow appropriate instructions issued by the awarding body
- Ensure 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
- 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
- To ensure that all candidates are provided with the opportunity to undertake all external assessments in an organised, well controlled and supportive environment
- Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking
- 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
- 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 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
- 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
- Ensure a procedure is in place in case of an emergency invacuation (lockdown)
- Support eligible applications for special consideration by authorising appropriate evidence
- 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
- Work with the EO to produce a plan to action any required improvements identified in the review

## Examination 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 headteacher/Principal on site (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.

- Understand the contents of annually updated JCQ publications including:

[General regulations for approved centres](#)

[Instructions for conducting examinations](#)  
[Access Arrangements and Reasonable Adjustments \( AA\)](#)  
[Suspected Malpractice in Examinations and Assessments](#)  
[Post-results services \(PRS\)](#)  
[A guide to the special consideration process](#)

Complete/submit the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by Cambridge OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year even if there are no changes to centre details to confirm the centre's contact details or informs of any changes (and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)

- 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
- Supports the head of centre in ensuring that awarding bodies are informed (where required) of any Conflict of Interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments
- To have responsibility for the administration of external and internal examinations
- Requests internal exam papers from teaching staff
- Arranges invigilation (where applicable to the centre)
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials
- To accompany the Inspector throughout a visit
- Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the exams/assessment process that has been updated
- Signposts relevant centre staff to JCQ information that must be provided to candidates [Information for candidate's documents](#)
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites and removes access to awarding body secure websites when centre staff leave employment at BGN
- 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
- Research 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
- Informs senior leadership team, subject leaders and class teachers and other relevant support staff on entry procedures and deadlines
- Requests estimated or early entry information, where this may be required by awarding bodies, from HOD's in a timely manner to ensure awarding body external deadlines for submission can be met
- Requests final entry information from HOD's in a timely manner to ensure awarding body external deadlines for submission can be met
- Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification
- Confirms with HOD's 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
- Observes each awarding body's terms and conditions for the registration, entry and timely withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification
- Collects information on internal exams to enable preparation for and conduct of.
- Identifies relevant key dates and administrative processes that need to be followed in relation to external and internal assessment
- To ensure candidates and parent/guardians are well informed regarding all aspects of the examination process by the production of an examination's information booklet containing all required JCQ information for candidates.
- Prior to exams issues the relevant JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices
- Provides candidates with statements of entry for checking
- Issues individual exam timetable information to candidates and informs candidates of any designated contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- Has clear entry procedures in place to minimise the risk of late entries
- Charges any late or other penalty fees to departmental budgets
- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline (or delegates this task to relevant teaching staff)
- 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 secure retention and subsequent disposal of candidates' work
- Produces a master centre exam timetable for each exam series with subjects, room and access arrangements
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)
- Retains records of all conflicts of interest, including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later)

### **Makes arrangements to -**

- receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication
- issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure room with a secure storage facility, e.g. safe or security cabinet.
- The secure room **must** be accessible throughout an examination series for the storage of question papers and be available for inspection.
- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of staff
- 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 immediately transferred to the secure storage facility

until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

- Have a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g., answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- 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 to timescale 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
- Processes requests for Transferred Candidate arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP) and inform candidate
- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed exam question paper packets
- Collates attendance registers and examiner details in date order and store with papers.
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g., an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)
- A minimum of two and a maximum of six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.
- Ensures that the question paper is printed correctly, is of good quality and is collated in the right order
- Ensures the second pair of eyes check is recorded
- Ensures question papers are always be kept in their sealed packets until the second pair of eyes check and log have been completed
- Ensures the second pair of eyes check takes place immediately before each question paper packet is opened in the designated examination room
- If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, ensures the check takes place in the secure room
- Ensures unused question papers are not released to any individual until 24 hours after the awarding body's published finishing time for the examination (Where a candidate is sitting an examination scheduled for the afternoon session on the following morning under an

overnight supervision arrangement, unused question papers for that examination must not be released to any individual until the candidate has completed that examination)

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service
- Dispatches scripts as instructed by JCQ and awarding bodies
- Keeps appropriate records to track dispatch
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place
- Processes eligible applications 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
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Works with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- 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
- Account for income and outgoings relating to all examination costs/charges
- Charge any late or other penalty fees to departmental budgets
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Ensures exam rooms are set up and conducted as required in the regulations
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides thorough training for new invigilators on the current instructions for conducting examinations and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- 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, ensure all relevant rules are being adhered to and to support the practical assistant/prompter/reader and/or scribe in maintaining the integrity of the exam)
- 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 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
- Briefs invigilators on conducting internal exams
- Returns candidate scripts to teaching staff for marking
- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates experienced invigilators on any regulation changes and any changes to centre-specific processes
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room through CAP to timescale and warns candidates that their script may not be accepted by the awarding body
- 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 (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept that this must be on silent mode)
- Ensures a procedure is in place to verify candidate identity
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- 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
- Prepares for the conduct of internal exams under external conditions providing a timetable, seating plans, invigilation, access arrangements and requesting mock papers from teaching staff
- Arrange for the prompt distribution of examination results for external and internal assessments and deal with any requests for appeals, reviews of marking and access to scripts requests
- 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
- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- 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 to collect candidate informed consent (**after** the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable
- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the DfE School and College Checking Exercises (where applicable to the centre) <https://check-your-performance-measures-data.education.gov.uk/hc/en-gb>
- Provides an exam archiving policy that identifies information held, retention period and method of disposal
- Organise the distribution of certificates to candidates

## Subject Leaders

- 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](#)
    - [Suspected Malpractice - Policies and Procedures](#)
    - [Access Arrangements and Reasonable Adjustments](#)
    - [Instructions for conducting non-examination assessments](#)
    - [A guide to the special consideration process](#)
  - AI Use in Assessments: Your role in protecting the integrity of qualifications
  - Guidance for centres on cyber security
  - Instructions for conducting coursework
  - Instructions for conducting non-examination assessments (GCE and GCSE specifications)
  - Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)
  - Notice to Centres – Informing candidates of their centre-assessed marks
  - Plagiarism in Assessments – Guidance for Teachers/Assessors
  - Post-Results Services
- 
- Liaise with Examination Officer and inform them of any new qualification being considered or offered
  - 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 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
  - Ensures teaching staff keep themselves updated with awarding body teacher-specific information to confirm effective delivery of qualifications
  - Ensures teaching staff attend relevant awarding body training and update events
  - Ensure that they and their department are familiar with the relevant assessment framework and objectives for all relevant examination
  - Ensure that all relevant candidates are best prepared for external assessments through:
    - Long- and medium-term planning
    - Regular monitoring and formative assessment
    - Practice and intervention strategies
  - Support and guide candidates in all aspects of the examination process
  - Ensure that all NEA/coursework/controlled assessment procedures are administered in a timely and efficient manner by completing entries and other mark sheets adhering to deadlines set by EO
  - Ensure 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
  - Provides entry 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
  - 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

- Ensure teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensure teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensure teaching staff provide required samples of work for moderation to the EO to the internal deadline
- Ensure teaching staff assess endorsed components according to awarding body requirements
- Ensure 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
- Ensure work is returned to candidates after the retention period or disposed of according to the requirements
- To be available at the start of each exam to assist in the identification of candidates and any exam entry issues
- Produce and analyse results data
- Meet internal deadlines to request any EAR services and gain relevant candidate informed consent
- Identify the budget to which fees for EAR requests should be charged
- Ensure teachers follow appropriate regulations and instructions for non-JCQ qualifications
- Provide exam papers and materials to the EO for mocks

## Teachers

- Are familiar with the content of the relevant annually updated JCQ publications surrounding internally assessed work [Instructions for conducting non-examination assessments](#)
- 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
- 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
- Assess and authenticate candidates' work
- Assess endorsed components
- Attend relevant awarding body training and update events
- Support the SENCo in identifying and implementing appropriate access arrangements in external and internal assessments
- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO
- 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
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies
- 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
- Provide exam papers and materials to the EO promptly for internal exams
- **Store mock papers in accordance with Ofqual requirements for resilience with the exam process**

## SENCo

- Understands the contents, refers to and directs relevant centre staff to current JCQ documents 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 qualified access arrangements assessor, on all matters relating to assessing candidates and ensure the correct procedures are followed.
- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application:- the downloaded approval for the respective arrangement(s), and supporting evidence of need and NWOW (This information will be readily available for inspection at the venue where the candidate is taking the examination(s))
- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes
- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments 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** for a candidate
- Informs relevant candidates that an application for access arrangements will be processed using *Access Arrangements Online (AAO)*, complying with the UK GDPR and the Data Protection Act 2018
- Applies for **approval** using AAO via the **Centre Admin Portal (CAP)**, where required or through the awarding body where any qualifications sit outside the scope of AAO
- Determines candidate eligibility for arrangements or adjustments that are centre delegated
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if any documentation is kept electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Ensures staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Ensures criteria for candidates granted **alternative rooming arrangements** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Liaises with the relevant member of the senior leadership team on the centre's policy on the use of word processors in examinations
- Arrange the testing and identification of candidate requirements for access arrangements and maintain accurate records of test results and proof of normal way of working
- Inform teaching staff of details of candidate and their access arrangement
- Notify the Examination Officer of relevant details
- Arrange support for those candidates entitled to access arrangements in examination and liaise with Examination Officer to ensure appropriate provision
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures a candidate is involved in any decisions about documents, adjustments and /or adaptations that may be put in place for them

- Ensures exam information (JCQ information for candidates' information, individual exam timetable etc.) is adapted where this may be required for a 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 access arrangement)
- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)
- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates
- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates with learning difficulties or disabilities, those for whom English is an additional language and those with a temporary illness or injury
- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

## Invigilators

- Are familiar with the contents of the annually updated: [Instructions for conducting examinations](#)
- Attend/undertake training (on the current regulations), 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
- Conduct exams in every exam room according to JCQ *Instructions for conducting examinations* and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions
- Administer examinations in accordance with JCQ regulations
- Complete attendance registers and seating plans during examination and identify access arrangement candidates
- Administer access arrangements during examination
- 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
- Collect, check and return examination scripts to examination officer in candidate number order
- 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, or needing to leave the exam room temporarily disruption or disturbance in the exam room, emergency evacuation)
- Seat candidates in exam rooms as instructed by the EO
- Are informed of the policy/process for dealing with late/absent candidates through training
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan
- Conduct internal exams as briefed by the EO
- Are informed of the arrangements for special consideration through training

## **Reception staff**

- Support the EO in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examination assessment/materials
- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

## **Site staff**

- Support the EO in relevant matters relating to exam room and resources
- Ensure exam rooms are available and set up as requested by the EO
- Liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements
- 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
- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

## **Candidates**

- Confirm accuracy of entries and personal details
- Understand NEA/coursework and controlled assessment regulations and sign declaration to authenticate the work as their own
- Read, understand and comply with regulations as instructed by teaching staff, Examination Officer and invigilators
- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- Are required to remain in the exam room for the full duration of the exam
- Are re-charged relevant entry fees for unauthorised absence from exams
- Provide appropriate evidence to support special consideration requests, where required
- Meet internal deadlines to request the services and gain relevant candidate informed consent for any EAR
- May arrange for results/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
- Meet deadline for any EAR requests
- Provide informed consent and fees, where relevant for any EAR

## **The Disability Discrimination Act (DDA)**

- All examination and centre staff must ensure the access arrangements and special consideration regulations and guidance are consistent with the law

## **Entries, Entry details, Late Entries and Re-takes**

- Subject Leaders and teachers will select candidates for examination entries
- School will pay all normal examination fees on behalf of candidates
- Late entry or amendment fees are paid by the school, subject departments or candidate/parent/guardian depending on who is responsible for the late action
- Candidates will be required to pay re-sit fees

- Reimbursement will be sought from candidates who fail to sit an examination, commit malpractice or fail to meet the necessary requirements for NEA/coursework without valid reason
- Past pupils may be permitted to sit examinations at the school as external candidates but they will be expected to cover any additional costs such as invigilation

## Examination Seasons and Timetables

- The timing of internal examination is kept under review by Senior Leadership Team
- External examinations are at present scheduled for November, January and May/June
- Mock examinations for Years 11 will be held in November/December and March, Year 13 in January and Year 12 and 10 in May & June under external examination conditions
- Outline examination dates will be placed on - *staff share - examination information* - following receipt from examination boards. Detailed timetable will be distributed to all staff for each examination session by Examination Officer and placed in *staff share*
- The Examination Officer will issue individual examination timetables to candidates for both internal and external exams
- The school website will be used to provide information to support candidates and parents/guardians

## Candidates, Clash Candidates and Special Consideration

- The Examination Officer will issue annually to all examination candidates, information regarding rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic storage devices. Reminders will be included on the reverse of all timetables, both internal and external exams. Wrist watches, smart watches, smart glasses, mobile phones and other electronic storage devices must be handed in at the start of all examinations.
- Candidates' personal belongings remain their own responsibility and the school accepts no liability for their loss or damage
- Candidates may leave the examination room temporarily for a genuine purpose, in which case an invigilator must accompany them
- The Examination Officer/invigilator will inform the Front Office who will attempt to contact any candidate who fails to arrive for an examination
- Should a candidate arrive for an exam, clearly unwell, extremely distressed or having sustained an injury, the candidate will be kept under centre supervision until appropriate arrangements are put in place for him/her to take the exam in the best possible conditions. A judgement will be made on how the candidate's situation or disposition affected performance in the exam and where appropriate special consideration will be applied for. Candidates will be required to provide evidence where appropriate
- Where eligible, special consideration will be applied for at the time of the assessment where candidates... have been fully prepared for assessments and covered the entire course but their ability to demonstrate their subject knowledge and understanding is materially affected by adverse circumstances beyond their control at the time of the assessment
- For candidates who are present for the assessment but disadvantaged Blessed George Napier school must be satisfied that there has been a material detrimental effect on candidate examination performance or in the production of coursework or non-examination assessment. ([SC](#), section 3)
- If a candidate is absent from a timetabled component/unit for acceptable reasons, and the centre can support this, special consideration will be applied for if the exam missed is in the terminal series and the minimum requirements for enhanced grading in cases of acceptable absence can be met. For unitised examinations taken in an examination series prior to certification, candidates must be re-entered for any missed units at the next assessment opportunity. Unless there are difficulties arising, e.g. group performances which cannot be repeated, special consideration will not be awarded. ([SC](#), section 4)
- Where candidates may be affected by a major disturbance in the exam room (emergency evacuation etc.), special consideration will be applied for on behalf of all candidates.

- Where a candidate takes multiple exams (three or more exams) timetabled for the same day and the total duration for those papers is more than 6 hours for GCE exams or more than 5 hours 30 minutes for GCSE exams including any approved extra time but not any time taken for supervised rest breaks, special consideration for an allowance on the last paper taken will be applied for.
- Where a candidate may be affected by a minor disturbance in the exam room caused by another candidate (momentary bad behaviour, mobile phone ringing etc.), special consideration cannot be applied for.
- The Examination Officer will be responsible for informing candidates, arranging escort, secure venues and arranging overnight stays (if necessary) for candidates who face an examination clash on their timetable

## Managing Invigilators

- External Invigilators will be used for examination supervision during internal and external examination
- The recruitment and training of invigilators is the responsibility of the Examinations Officer
- Securing the necessary DBS clearance is the responsibility of the Human Resources Administrator
- Invigilators are timetabled by the Examinations Officer
- Invigilators' rates of pay are set by the School Business Manager

## Examination Days

- The Examinations Officer will book all rooms with the Cover Officer and will make question papers, spare equipment and stationery available to the invigilators
- The Site Manager is responsible for setting up the main examination rooms
- An Invigilator will start all examinations in accordance with the JCQ regulations
- Subject staff may be present outside of the exam room at the start of the examination to assist with the identification and entry of candidates into the examination room and help with any examination issues
- In practical examinations, subject teachers may be on hand to deal with any technical issues

## NEA/Coursework and Appeals Against Internal Assessment

- Candidates will be required to have NEA/coursework ready by the subject teachers' set deadline
- Candidates must be informed of their centre assessed marks prior to their submission to the exam board as a candidate may request a review of marking.
- Heads of subject must ensure that all NEA/coursework assessments are ready for despatch by the deadline set by the Examinations Officer who will keep copies of mark sheets, despatch date and moderators' addresses
- The school is obliged to publish a separate procedure about 'appeals against internal assessment' which is attached to the back of this policy and also available on the school website.

## Plagiarism/AI

- All candidates will be issued with the JCQ 'Information for Candidates' which details the regulations that all candidates must adhere to when completing coursework/controlled assessments or non-examined assessments.
- All candidates submitting NEA will be required to sign to say that they the information on identifying the use of plagiarism and AI has been explained to them prior to the submission of any NEA/coursework.
- All candidates submitting 'non-examined assessments' will be required to sign a declaration that the work is their own.
- Specialised computer software can be used by departments to check for plagiarism/AI

- If plagiarism/AI is discovered prior to signing of the declaration, candidates will be expected to re-do work and parental discussion will take place with subject teacher, subject leader and Exams Officer
- Teaching staff will be required to sign a 'declaration of authentication' for all work submitted to the awarding body.
- If plagiarism/AI is discovered after the signing of a declaration of authentication it will be regarded as 'malpractice' and will be reported to the awarding body according to their regulations –

[Suspected Malpractice in Examinations and Assessments](#)

## **Results, Enquiries About Results (EARs) and Access to Scripts (ATS)**

- Candidates will receive results slips on results days in person. Results will not be posted home unless an SAE is provided. Results will only be given to the candidate's elected representative if written authorisation is provided by the candidate. Results will also be emailed to candidates via their school email address only
- EARs may be requested by school staff or candidates if there are reasonable grounds to suspect there has been an error in marking. The fees will be paid by the student unless the centre upholds the EAR
- The permission of the candidate must be sought for all result enquiries.
- Candidates may request scripts following results issue, for which they may be charged
- Subject staff may also request scripts for teaching purposes, for which the consent of candidates must be sought
- Staff & students must meet internal deadlines to request the services and provide informed consent and fees, where relevant

## **Certificates**

- Certificate will be ready for issue in November. For candidates in the Sixth Form these will be distributed at an appropriate time during the school day. Leavers will be informed by letter regarding arrangements for collection
- Stamped addressed envelopes to cover the cost of recorded delivery must be provided by candidates wishing to have their certificates posted to them.
- Certificates will only be issued to a third party on receipt of written authorisation from the candidate. All certificates must be signed for.
- Uncollected certificates will be archived for the foreseeable future.

# Appeals against Internal Assessment of Work For External Qualifications Including BTEC's and other Vocational Qualifications

This procedure confirms Blessed George Napier's compliance with JCQ's *General Regulations for Approved Centres 2025-2026*, that the centre will:-

- Have in place for inspection that must be reviewed and updated annually a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers their internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## **Appeals relating to internal assessment decisions (centre assessed marks)**

Certain GCSE, GCE and other qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by Blessed George Napier School and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Blessed George Napier School's compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

- have in place for inspection purposes that must be reviewed annually, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

Blessed George Napier Catholic School is committed to ensuring that whenever its staff mark candidates' work, this is done fairly, consistently and in accordance with the awarding body's specification and the subject specific associated documents.

Blessed George Napier School ensures that all centre staff follow a robust policy regarding the management of *Non-examination Assessment Policy* including controlled assessments and coursework. This policy details all procedures relating to non-examination assessments for GCE, GCSE, BTEC & NCFE qualifications including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidate's work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity and do not have any potential conflicts of interest. If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker. Blessed George Napier School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject/teacher is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, the candidate may make use of the appeals procedure to consider whether to request a review of the centre's marking.

**N.B: an appeal may only be made against the assessment process and not against the mark or grade submitted to the awarding body.**

Blessed George Napier School will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking prior to marks being submitted to the awarding body. (for a detailed breakdown see appendix 1)
  - For all GCSE's and A levels – see deadline dates – appendix 1
  - BTEC marks will be given to candidates 2 weeks before submission.
2. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate within 3 working days. (This will either be the originals viewed under supervised conditions or copies)
5. inform candidates they will not be allowed access to original assessment material including artefacts, unless supervised
6. provide candidates with sufficient time , normally at least five working days to allow them to review copies of materials and reach a decision.
7. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form. and explaining on what grounds they wish to request a review (see attached, appendix 2)
8. allow 5 days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
9. Blessed George Napier School will ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
10. will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. will inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## **Appeals against decisions to reject a candidate's work on the grounds of malpractice**

The JCQ [Information for candidates documents](#) (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Blessed George Napier School ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Blessed George Napier School will:

- check work via Turnitin for use of plagiarism and or AI. Work found to contain plagiarism or AI will require a conversation with the candidate and or parents. Work will need to be re-written, and then checked again via Turnitin. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals form** should be completed and submitted within 3 calendar/working days of the decision being made know to the appellant]

The appellant will be informed of the outcome of the appeal within 5 calendar/working days of the appeal being received and logged by the centre].

## **Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Blessed George Napier School's compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

- have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an online application for a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed via the student information booklet. Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a Review of Results service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent will only be collected after the publication of results.

The service, *review of results* may be requested by centre staff or candidates (or their parents/carers). (RoR service 3 is not available to individual candidates). If a query is raised about

a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

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

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior** to the internal deadline for submitting an EAR.

### **Appeals procedure following the outcome of an enquiry about results**

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* and *a guide to the awarding bodies' appeals processes*.

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.

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.

### **The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.**

#### **JCQ General Regulations for approved centres**

#### **Access Arrangements and Special Consideration**

This procedure confirms Blessed George Napier School's compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

- have in place for inspection that must be reviewed and updated annually a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration
- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

#### **Access arrangements and reasonable adjustments**

In accordance with the regulations, Blessed George Napier School:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations)

### **Special consideration**

Where Blessed George Napier School has appropriate evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

### **Centre decisions relating to access arrangements, reasonable adjustments and special consideration**

This may include Blessed George Napier School decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Blessed George Napier School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- Please complete the Internal Appeals form within five working days of the decision being made known to the appellant

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal five working days of the appeal being received and logged by the centre.

If the appeal is upheld Blessed George Napier School will proceed to implement the necessary arrangements or submit the necessary application.

This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes Suspected Malpractice: Policies and Procedures](#) [General Regulations for Approved Centres Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) and [A guide to the special consideration process](#)

### **Appeals regarding centre decisions relating to other administrative issues**

Circumstances may arise that cause Blessed George Napier School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Blessed George Napier School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- The internal appeals form (appendix 2) should be completed and submitted within five working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within five working days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ publication [A guide to the awarding bodies' appeals processes](#)

### **NEA/Coursework and Portfolios of Evidence**

#### **The centre agrees to:-**

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

### **Post-Results Services and Appeals**

#### **The centre agrees to: -**

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

### **JCQ Post-results services**

#### **Submission of requests**

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

#### **Appeals**

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

### **JCQ A guide to the awarding bodies' appeals processes**

<http://www.icq.org.uk/exams-office/appeals>

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

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

## Appendix 1

### Deadline dates for the notification and submission of centre assessed marks

Subject	Awarding Body	Unit Code	Unit Title	Level	Entries	Deadline for mark submission to Board	Deadline for Marks to students	Deadline for Students requesting copies of their marked work	Deadline for copies of marked work to student	Deadline for response from student	Deadline for outcome of Appeal
Entry Level Maths	AQA	5930	Maths	EL		10 Jan	28 Nov	5 Dec	10 Dec	15 Dec	19 Dec
Entry Level Maths	AQA	5930	Maths	EL		15 May	27 Mar	13 April	17 April	21 April	5 May
Art/Photography	Edexcel	9FA0 01/02 9PY0 01/02	Investigation/ Externally set assignment.	A		31 May	13 May	16 May	Supervised access only	19 May	25 May
Biology	AQA	7402/C	Practical Endorsement	A		15 May	27 Mar	13 April	17 April	21 April	5 May
Chemistry	Edexcel	9CH03	Practical Endorsement	A		15 May	27 Mar	13 April	17 April	21 April	5 May
Physics	Edexcel	9PH03	Practical Endorsement	A		15 May	27 Mar	13 April	17 April	21 April	5 May
Design & Technology	AQA	8552	NEA	GCSE		7 May	27 Mar	13 April	17 April	21 April	5 May
Drama	Edexcel	1DR0 01	Devising	GCSE		15 May	27 Mar	13 April	17 April	21 April	5 May
English Language	AQA	7702/C	NEA	A		15 May	27 Mar	13 April	17 April	21 April	5 May
English Literature	AQA	7717/C	NEA	A		15 May	27 Mar	13 April	17 April	21 April	5 May
History	OCR	Y100/02	NEA	A		15 May	27 Mar	13 April	17 April	21 April	5 May
English Language	AQA	8700/C	Spoken Language	GCSE		7 May	27 Mar	13 April	17 April	21 April	5 May
Music	OCR	J536/01	Performing	GCSE		15 May	27 Mar	13 April	17 April	21 April	5 May
Music	OCR	J536/02	Composing	GCSE		15 May	27 Mar	13 April	17 April	21 April	5 May
Physical education	Edexcel	1PE0 03	Practical	GCSE		15 days prior to examiner visit	30 days prior to moderation	28 days prior to Moderation	26 days prior to moderation	23 days prior to moderation	16 days prior to moderation
Physical Education	Edexcel	1PE0 04	PEP	GCSE		15 May	27 Mar	13 April	17 April	21 April	5 May
Physical Ed	OCR	H555/05/06	S&L/Practical	A		15 Mar	13 Feb	28 Feb	3 Mar	7 Mar	14 Mar
Cambridge Nat	OCR	J834		Lv2		15 May	27 Mar	13 April	17 April	21 April	5 May
Art/Photography/ Textiles	Edexcel	1FA0 01/02 1PY0 01/02 1TE0 01/02	Portfolio Externally Set Assignment	GCSE		2 days prior to moderator visit			Supervised access only		
BTEC	Edexcel	IT/H&SC Performing Arts		LV3		4 July	14 days before submission to moderator				
BTEC Tech Awards	Edexcel	RCD3 Child Development	BCD01	L2		1 May	20 Mar	27 Mar	17 April	21 April	17 Apr
			BCD02			15 Dec	21 Nov	28 Nov	5 Dec	9 Dec	13 Dec
BTEC Tech Awards	Edexcel	RCB3 Construction	BCB01	L2		1 May	20 Mar	27 Mar	17 April	21 April	17 Apr
			BCD02			15 Dec	21 Nov	28 Nov	5 Dec	9 Dec	13 Dec

## Appendix 2

<h1 style="margin: 0;">Internal Appeals Form</h1>	FOR CENTRE USE ONLY	
	Date Received	
Please tick box to indicate the nature of your appeal and complete all white boxes on the form below	Reference No.	

- my centre internal assessment decision**
- against a decision to reject work on the grounds of malpractice**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**
- the centre's decision relating to access arrangements or special consideration**
- appeal against the centre's decision relating to an administrative issue**

<b>Name of appellant</b>		<b>Candidate name</b> <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking
- If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

*The appellant declaration against the relevant appeal must be signed, dated and returned to the Exams Officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.*