

Blessed George Napier RC School

Exams & Internal Appeals policy

2020/21

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	October 2021

Purpose of Policy

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

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

This policy will be communicated to all relevant centre staff via school central files and for students and parents/guardians via the school website.

Examination Responsibilities

Head of Centre

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

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

The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinctive and separate roles.” [GR 2]

It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet.

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments \(NEA\)](#) and the instructions for conducting coursework
 - [A guide to the special consideration process \(SC\)](#)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements in the centre. Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies

National Centre Number Register

- Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
- Understands that this responsibility 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, and/or the head of centre's declaration, 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

Recruitment, selection and training of staff

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification 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
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved
- Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly

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 (see below).
- Enables the relevant senior leader(s), the examinations officer and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures the relevant awarding bodies are informed of any **Conflict of Interest** where
 - a 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)
 - Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination
 - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate

Escalation Process

- In the absence of SLT lead on exams (MJ) ND will assume responsibility.

Delivery of qualifications

- Delivers qualifications, as required by the awarding body, 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 reasonable adjustments for disabled candidates

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

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

- Maintains 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
 - a member of exams office staff has a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
 - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units
 - a member of centre staff is taking a qualification at another centre
- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials.
 - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
 - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders)
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
 - Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- 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 Instructions for conducting examinations
- Makes arrangements to receive and 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
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- Obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course and after examinations have taken place.
- Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff,

candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the SL to act immediately in the event of an emergency or staff absence)
- Provides fully qualified teachers to mark non-examination assessments
- Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures only authorised centre staff are present in exam rooms
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates
- Ensure that the following policies are in place, reviewed annually and drawn to the attention of candidates (where relevant) their parents/carers.

Contingency Plan

Internal Appeals Policy

Disability Policy

Complaints & Appeals Procedure

NEA/Coursework

Child Protection/Safeguarding Policy

Data Protection Policy

Access Arrangements Policy

Word Processor Policy

- 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
- 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 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 enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly
- To oversee all results analysis
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel.
- 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

Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- 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

- Are 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](#)

- 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 the effective provision of all internal and external assessments
- To ensure that all candidates are provided with the opportunity to undertake all external assessments in an organised, well controlled and supportive environment
- To oversee and co-ordinate the scheduling of NEA/coursework
- Ensure the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Support the SENCo in determining and implementing appropriate access arrangements
- Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations
- 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
- Provide signed evidence to support eligible applications for special consideration

- 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

- Understands 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](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
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- 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
- Regularly checks mail or email inbox for updates from awarding bodies
- Supports the head of centre in ensuring that awarding bodies are informed 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
- 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 and to accompany the Inspector throughout a visit
- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
- Maintain accurate systems and processes relating to the examination procedures
- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Advise 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 SL's in a timely manner to ensure awarding body external deadlines for submission can be met

- Requests final entry information from SL's in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs SL's of subsequent deadlines for making changes to final entry information without charge
- Confirms with SL'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
- 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.
- Make candidates aware of the JCQ 'Information for candidates – Privacy Notice' at the start of a vocational qualification or when entries are being processed for a general qualification
- Provides candidates with statements of entry for checking
- To produce and distribute timetables for examination sessions and inform candidates of any contingency day awarding bodies may identify.
- Consult with teaching staff to ensure that all NEA/coursework is submitted on time and in accordance with JCQ regulations
- Submit candidates' NEA/coursework and marks correctly and on schedule. Log and store sent and returned NEA/coursework in accordance with regulations
- 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
- 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)
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials
- Confirms appropriate arrangements are in place to ensure that confidential materials are only delivered to those authorised by the head of centre.
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be 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
- Ensures the secure storage facility contains only current and live confidential material
- 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

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order 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 this additional/second
- Ensures this additional/second check (which takes place in the secure room if a question paper packet has to be split or in the designated exam room if not) is recorded
- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Check and dispatch promptly all completed scripts
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place
- Processes appropriate requests for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies to the external deadline
- To apply for and maintain records relating to applications for access arrangements alongside the SENCO including identifying those with access arrangements on exam seating plans
- Applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO
- 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
- 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
- Recruit, train and manage a team of external invigilators to include an annual update and keeps a record of the training provided to invigilators for the required period
- Provides training for new invigilators on the instructions for conducting exams 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
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- 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
- Provides an invigilation handbook and update annually. Brief invigilators accordingly

- 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
- 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 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
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam
- Arrange for the prompt distribution of examination results for external and internal assessments and deal with any requests for appeals, re-marks 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
- 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)
- Provides information to candidates (including private 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 [secondary school and college \(key stage 4/16-18\) performance tables June and September checking exercise](#)
- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy
- 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](#)
- 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
- For other qualifications, ensures teaching staff follow appropriate instructions issued 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
- Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body
- 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 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 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
- Notify SENCO of candidates who may require access arrangements
- Ensure teachers follow appropriate regulations and instructions for non-JCQ qualifications

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
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies
- Attend relevant awarding body training and update events
- Submit candidate names for entries, amendments, coursework and NEA's to Subject Leaders
- Maintain accurate records of candidate's progress
- 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 are aware of JCQ and awarding body information for candidates on producing work that is internally assessed
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies
- Adhere to the recording system to track 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

SENCo

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- Works with the person appointed qualified access arrangements assessor, on all matters relating to assessing candidates and ensure the correct procedures are followed.
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms (candidate personal data consent form) from candidates where required
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO
- 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, in the event of IT failure at the time of an inspection is able to access this documentation in an alternative format)
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the 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 **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- 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
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates' information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it

- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments and keeps a record of the training provided for the required period.
- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments
- Liaises with the EO regarding rooming of access arrangement candidates
- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams
- 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 annual training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- 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 register and seating plan during examination
- Administer access arrangements during examination
- 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

Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential 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
- 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

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
- 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

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 examination are at present scheduled for November, January and May/June
- Mock examinations for Years 11 will be held in 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. Mobile phones and other electronic storage devices such as smart watches must be handed in at the start of all examinations. All other wrist watches must be removed and placed on desk before the start of the exam.
- 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 supervision until appropriate arrangements are put in place for him/her to take the exam in the best possible conditions and where appropriate special consideration will be applied for. Candidates will be required to provide evidence where appropriate
- Should a candidate be unable to attend an examination due to illness, bereavement or other trauma, it is the candidate's responsibility to inform the Examination Officer and provide evidence where necessary, so that an application for special consideration can be submitted to the relevant examination board
- 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 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 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 Examinations noticeboard outside the Examinations Office

Plagiarism

- 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 'non-examined assessments' will be required to sign a declaration that the work is their own.
- If plagiarism 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 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 not be emailed to candidates.
- 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 will 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
- 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

This procedure confirms Blessed George Napier's compliance with JCQ's *General Regulations for Approved Centres 2019-2020*, section 5.7 that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

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.

Candidates work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. 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 work is divided between a number of subject teachers, 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 his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she 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.

1. Blessed George Napier School will 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 by 1st April
 - BTEC marks will be given to candidates 2 weeks before submission.
2. Blessed George Napier School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment. Candidates must submit a request **in writing** for materials to the **Exams Officer** within 2 days of the receipt of marks.
3. Blessed George Napier School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Blessed George Napier School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

5. Blessed George Napier School will 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. (see attached, appendix 2)
6. Blessed George Napier School will 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.
7. Blessed George Napier School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. Blessed George Napier School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Blessed George Napier School 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. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Appeals procedure against centre decisions not to support an enquiry about results

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

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR 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** 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.

Appendix 1 – subject to change depending adjustments to the common timetable by Ofqual for June 2021 -
15/10/2020

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
Art/Photography	Edexcel	9FA0 01 9PY0 01	Investigation	A		31 May	14 May	15 May		20 May	24 May
Art/Photography	Edexcel	9FA0 02 9PY002	Externally set assignment	A		31 May	14 May	15 May		20 May	24 May
Biology	AQA	7402/C	Practical Endorsement	A		15 May	30 Mar	19 April	23 April	30 April	6 May
Chemistry	Edexcel	9CH03	Practical Endorsement	A		15 May	30 Mar	19 April	23 April	30 April	6 May
Physics	Edexcel	9PH03	Practical Endorsement	A		15 May	30 Mar	19 April	23 April	30 April	6 May
Drama & Theatre Studies	Edexcel	9DR0 01	Devising	A		15 May	30 Mar	19 April	23 April	30 April	6 May
Drama & Theatre Studies	Edexcel	9DR0 02	Performance	A		Externally assessed by visiting Examiner					
Design & Technology	AQA	8552	NEA	GCSE		7 May	30 Mar	19 April	23 April	30 April	6 May
Drama	Edexcel	1DR0 01	Devising	GCSE		15 May	30 Mar	19 April	23 April	30 April	6 May
English Language	AQA	7702/C	NEA	A		15 May	30 Mar	19 April	23 April	30 April	6 May
English Literature	AQA	7717/C	NEA	A		15 May	30 Mar	19 April	23 April	30 April	6 May
Extended Project	Edexcel	P301/2/ 3/4	Units 1/2/3/4	L3		15 May	30 Mar	19 April	23 April	30 April	6 May
History	OCR	Y100/02	NEA	A		15 May	30 Mar	19 April	23 April	30 April	6 May
English Language	AQA	8700/C	Spoken Language	GCSE		7 May	30 Mar	19 April	23 April	30 April	6 May
Music	OCR	J536/02	Portfolio	GCSE		15 May	30 Mar	19 April	23 April	30 April	6 May
Music	OCR	J536/03	Practical	GCSE		15 May	30 Mar	19 April	23 April	30 April	6 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	30 March	19 April	23 April	30 April	6 May
Art/Photography	Edexcel	1FA0 01 1PY0 01	Portfolio	GCSE		2 days prior to moderator visit					
Art/Photography	Edexcel	1FA0 02 1PY0 02	Externally Set Assignment	GCSE							
Maths	AQA	5930	Portfolio	EL		15 May	30 Mar	19 April	23 April	30 April	6 May
BTEC	Edexcel			LV2/ LV3							

Cambridge Nat	OCR	J817									
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Appendix 2

Internal appeals form

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

Please tick to indicate what the appeal is against:

- Centre assessed marks**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

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

Appellant declaration

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

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

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

Signature:

Date of signature:

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

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

JCQ General Regulations for approved centres

NEA/Coursework and Portfolios of Evidence

The centre agrees to:-

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

Post-Results Services and Appeals

The centre agrees to: -

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

JCQ Post-results services

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.