

SHENLEY BROOK END SCHOOL



Exams and Assessment Policy

PROCEDURES FOR THE ORGANISATION AND RUNNING OF EXAMINATIONS

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Policy Implementation

Context

The school is committed to ensuring that the exams management and administration process is run effectively and efficiently and will ensure that:

- all aspects of the centre's exam process are documented and other relevant exams-related policies, procedures and plans are signposted
- 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 in accordance with JCQ and awarding bodies' regulations, guidance and instructions
- exam candidates understand the exams process and what is expected of them.

Roles and Responsibilities

Head of centre

- Understands the contents of all relevant JCQ documentation relevant to the school and ensures all relevant staff maintain up-to-date knowledge
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- Ensures that all relevant information required by JCQ and exam boards is provided in a timely manner
- Ensures the exams officer (EO) is suitably trained to organise and run all required examination-related activities
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Signposts relevant staff to current JCQ publications and awarding body documentation relating to the exams process required by them and/or their students
- Ensures school staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures all relevant staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures suitable invigilation by staff in line with JCQ regulations
- Ensures suitable security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including reporting any breaches
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place for unplanned events
- Ensure an exam contingency plan is in place
- Ensures internal appeals procedures are in place
- Ensures a disability policy that complies with relevant legislation is in place
- Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place
- Ensures the school meets all child protection/safeguarding requirements

- Ensures the school meets its legal requirements with regard to data protection
- Ensures the centre has suitable processes in place relating to access arrangements and reasonable adjustments
- Ensures staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- Ensures members of centre staff do not forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly
- Ensures venues used for conducting exams meet JCQ and awarding bodies regulations/requirements

Exams officer

- Understands the contents of all relevant and current JCQ publications and directs required staff to their contents
- Understands all required procedures and tasks related to examinations from JCQ and awarding bodies
- Ensures that all relevant staff are aware of current required JCQ and awarding bodies' documentation and that relevant staff have access to all material via printed and on-line material required for themselves and/or their students
- Ensures key tasks are undertaken and key dates and deadlines are met
- Ensures (with the Head of Centre) that there are a suitable number of invigilators for all exam-related activities
- Trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators
- Ensures JCQ regulations are adhered to (eg candidate eligibility criteria etc)
- Ensures exams are conducted according to JCQ and awarding bodies instructions and regulations

Senior Leaders/Leadership Group (LG)

- Are familiar with the contents, refer to and direct relevant centre staff to all relevant and current JCQ publications
- Ensure all relevant staff (including the SENCo) is familiar with all relevant and current JCQ publications
- Leads on the access arrangements and reasonable adjustments process ('access arrangements')
- Works with the qualified access arrangements assessor on all matters relating to assessing candidates and the administration of the assessment process and presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Team Leader (TL)

- Ensures teaching staff undertake key tasks within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo

- Ensures teaching staff keep themselves updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Ensures teaching staff attend relevant awarding body training and update events

Teaching staff

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

Invigilators

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

Reception/Front Office/Finance Office staff

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

Site staff

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

Candidates/students

- Where applicable in this document, the term 'candidates' or 'students' refers to candidates and/or their parents/carers.

The exam cycle

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

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

This document identifies roles and responsibilities of school staff within this cycle.

Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up-to-date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications

- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal/mock exams to enable preparation for and conduct of them

Team Leaders

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

Access arrangements

Students will be identified during their time at school as to whether access arrangements are required/relevant for them. Other students and/or private candidates may request the school to assess whether they are eligible for access arrangements.

Head of Centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre
- Ensures a process is in place to check the qualification(s) of their assessor(s) and that the assessment process is administered correctly
- Ensures the SENCo and EO are fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo/Appointed Access Arrangements Assessor

- The relevant person assesses students to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a student
- Liaises with teaching staff to gather evidence of normal way of working of an affected student
- Determines a student's eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed data protection notices from candidates where required
- Applies for approval using the relevant process
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Ensures actions fulfil all relevant legislation (eg Equality Act)
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period

- Liaises with the EO to ensure relevant and up-to-date procedures on the use of word processors in exams and assessments
- 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
- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for all relevant candidates (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and/or adaptations that may be put in place for him/her
- Ensures exam information (eg 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 staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

Exams Officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exams
- Applies for appropriate approval using the correct system

Senior Leaders, Head of department, Teaching staff

- Support the SENCo in identifying and implementing appropriate access arrangements
- Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations
- Applies for required Access Arrangements following JCQ regulations (with support of EO)

Internal assessment and endorsements

Head of centre

- Ensures an internal appeals procedure relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking
- Ensures procedures for the management of all controlled assessment/coursework are in place for all qualifications

- Ensures non-examination assessment (NEA) policy is in place for GCE and GCSE qualifications which include components of NEA (or equivalent)
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

Leadership Group

- 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 (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Team Leader

- Ensures teaching staff delivering qualifications that require NEA/controlled assessment/coursework (or equivalent) follow the relevant JCQ and/or awarding body regulations and instructions
- 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
- Ensures teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensures teaching staff assess endorsed components according to awarding body requirements
- Ensures teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline
- Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensures work is returned to candidates or disposed of according to the requirements

Teaching staff

- Ensure appropriate instructions for conducting any form of internal assessment are followed
- Ensure students are aware of JCQ and awarding body information and requirements/regulations for candidates on producing work that is internally assessed (controlled assessments, coursework, non-examination assessments etc) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body
- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts teaching staff to relevant JCQ and awarding bodies' documentation
- Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated samples returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

SENCo

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

Invigilation

Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Ensures all people who are invigilating or facilitating an access arrangement are competent and fully trained, understanding what is and what is not permissible
- Determines invigilator deployment for exams as required and to meet all JCQ regulations

Exams officer

- Ensures there are a suitable number of invigilators to cover all exam periods/series throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of any relevant legislation (eg Equality Act) and are trained in disability issues
- Provides an invigilation handbook and/or trains/updates invigilator annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

SENCo

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

Invigilators

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

Entries

Estimated entries

Exams officer

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

Team Leader

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

Final entries

Exams officer

- Requests final entry information from TLs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs TLs of subsequent deadlines for making changes to final entry information without charge
- Confirms with TLs 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

Team Leader

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, such as 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

Examination entry fees are charged to candidates in certain situations – see Charging and Remissions procedures (part of Finance Policy)

Private candidates

The school will consider allowing private candidates to sit an examination at the centre. The following persons will be considered for entry:

- Former candidates who have sat an examination previously at the school
- Entries via organisations who are affiliated with the school

Transfer of credit

Transfer of credit is allowed in line with JCQ regulations

Briefing candidates

Exams officer

- Issues individual exam timetable information to candidates
- Prior to exams issues relevant JCQ and any other relevant information for candidates
- Issues centre exam information to candidates including information such as exam clashes, arriving late for an exam, absence or illness during exams, what equipment is/is not provided by the centre, information about food and drink, wrist watches in exam rooms, when and how results will be issued and the staff that will be available, the post-results services and how the school deals with requests from candidates, when and how certificates will be issued

JCQ inspection visit

Exams Officer or a Senior Leader

- Will accompany the Inspector throughout the visit

Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify candidates' identities including private candidates
 - Verifying candidate identity procedure
 - Teaching staff will verify students' identity from the school's student management system when making exam entries
 - External/private candidates will have their identity cross-referenced to supporting photographic documentation (eg passport, driving licence etc) and address when making an entry by the EO
 - Students known to the school will be checked in the exam room by the EO/invigilators using the school information management system (photographs are available if required)
 - External/private candidates will have their identities checked using photographic documentation by the EO in order to enter the exam room. In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate will be approached by a member of staff of the

same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. (Once identification has been established, the candidate can replace any clothing and proceed as normal to sit the examination.) The EO will inform external/private candidates of this requirement when registering for examination entry (or earlier)

- Ensures invigilators are aware of the procedures above
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

Invigilators

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

Security of exam materials

Exams officer

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements

Reception/Office staff

- Follow the process to record confidential materials delivered to the centre and issued to authorised staff

Teaching staff

- Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

Timetabling and rooming

Exams officer

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

SENCo

- Liaises with the EO regarding rooming of access arrangement candidates

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

Site staff

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

Alternative site arrangements

Exams officer

- Ensures question papers will only be taken to an alternative site in line with JCQ regulations
- Will inform the JCQ Centre Inspection Service using the relevant documentation/system of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

Exams officer

- Liaises with the host or entering centre, as required
- Processes requests to the awarding body deadline
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

Exams officer

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

SENCo

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

Teaching staff

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

Candidate absence/late arrival for external examinations

- The attendance of sixth form candidates is checked by a member of the Sixth Form Team who will attempt to make contact with any absentees using contact information on SIMS

- For Years 7-11 candidates, where a student is identified as missing from an examination (checked via seating plan), a member of the Exams Team will attempt to make contact with any absentees using contact information on SIMS
- If a private candidate is absent, s/he will not be contacted. (As advised when registering.)
- If a contacted candidate can arrive, or a candidate arrives late within JCQ allowed late arrival time, s/he will be given full exam time.
 - If arriving after JCQ allowed late arrival time, s/he will be allowed to sit the exam following JCQ regulations.

Invigilators

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

Candidate conduct and unauthorised material

- Any candidate not adhering to JCQ regulations regarding conduct or unauthorised materials will be warned as appropriate by EO/invigilator.
- If conduct continues to be a concern (eg distracting other candidates) the candidate may be ejected from the exam venue by EO (in consultation with LG) and reported in line with JCQ regulations.
- Any unauthorised material will be reported as appropriate in line with JCQ regulations.

Despatch of exam scripts

Exams officer

- Identifies and confirms arrangements for the despatch of candidate exam scripts by the relevant services available
- Despatches scripts as instructed by JCQ and awarding bodies
- Keeps appropriate records to track despatch

Exam papers and materials

Exams officer

- Ensures all papers and required materials are stored and handled in line with JCQ and awarding bodies requirements
- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches any erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- Ensures exam materials are opened/distributed in line with JCQ/awarding bodies regulations

Exam venues

Food and drink in exam rooms

- Only water in a clear bottle (with any label removed) is allowed in an exam venue
- For exceptional circumstances (eg medical reasons) other sustenance will be allowed in line with JCQ regulations

Exams officer

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

Senior Leaders

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

Site staff

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

Invigilators

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

Candidates

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

Irregularities/Malpractice

Head of centre

- Ensures any irregularities (eg 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

Senior Leaders

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

Exams officer

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

Invigilators

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

Special consideration

Special consideration will be requested if agreed by the Head of Centre in liaison with the EO. Request may be made by the school if any staff are aware of a particular situation affecting a student that they believe may have a negative impact on the student's performance in any component of an exam. A request can be made by the candidate to the Head of Centre who will decide whether a request will be submitted to the awarding bodies. If a candidate's request is declined by the Head of Centre and this is disputed, the candidate can use the school's complaints' procedures.

Exams officer

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

Candidates

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

Results days

Senior Leaders

- Identify centre staff who will be involved in the main summer results days and their rôles

- 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

Exams officer

- Works with senior leaders to ensure procedures for managing the main summer results days are in place

Site staff

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

Accessing results

Exams officer

- Informs candidates in advance of when and how results will be released to them
- 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

Post-results services

Head of centre

- Ensures where candidates request any post-results service where the School believes there is a high risk of a grade being lowered, that they are clearly informed before processing the request
- Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised

Exams officer

- Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged
- Ensures where candidates request any post-results service where the School believes there is a high risk of a grade being lowered, that they are clearly informed before processing the request
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

- Meet internal deadlines to request the services and gain relevant candidate informed consent

Candidates

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

Certificates

Issue of certificates

- As certificates arrive at the centre, they are recorded and collated by the EO
 - Candidates still attending the school are issued with their certificates during form/tutor time
 - Leavers/private candidates are advised by letter that certificates are ready for collection
- All recipients will be required to sign/date form to acknowledge receipt and kept by EO
- Candidates may arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates and sign/date acknowledgement of receipt

Emergencies/Contingencies

- Examinations may be disrupted for many reasons, eg adverse weather, key staff absence, industrial action of centre or third party staff (eg postal collections disrupted), centre closure etc
- Ongoing risk assessments will be made by Head of Centre, EO and LG in order to minimise/rectify problem(s)
- The priority will be to allow candidates to take exams/assessments
- JCQ awarding bodies will be notified as appropriate of alternative arrangements/adverse conditions
- In the event of the centre being closed, alternative arrangements are in place

Use of word processors in examinations

Statement detailing the criteria the centre uses to award and allocate word processors for examinations:

The usual expectation for exam candidates, as directed by the head of centre, is that candidates handwrite their exams. At Shenley Brook End School, a candidate may be allocated the use of a word processor in examinations when s/he has a firmly established need within lessons for the use of a word processor and to ensure that s/he would not be at a substantial disadvantage to other candidates.

The decision to allocate a word processor to a candidate is based on the following criteria:

- where use of a word processor is/has been the candidate's normal way of working during his/her time at secondary school

- where a candidate has an approved access arrangement in place which necessitates the use of a word processor, eg speech recognition technology
- a learning difficulty which has a substantial and long term adverse effect on the candidate's ability to write legibly, eg dyslexia
- a condition/impairment recognised and documented by a relevant professional that requires the use of a word processor in exams, eg a medical condition eg trigger finger, carpal tunnel syndrome, Turner's syndrome; a physical disability, eg cerebral palsy, multiple sclerosis; a sensory impairment, eg visual impairment; planning and organisational problems when writing by hand, eg ASD, dyspraxia

A candidate will not be granted the use of a word processor because s/he wants to type in examinations (if this is not the normal way of working for the candidate) rather than write or can work faster on a keyboard or because s/he uses a laptop at home. Use of a word processor does not automatically entitle a candidate to additional time; a further assessment of need would be required for such an access arrangement.

Allocating word processors

Appropriate exam-compliant word processors will be allocated by the IT department in liaison with the SENCo/SEND and the exams officer. In exceptional circumstances where the number of appropriate word processors may be insufficient for the cohort of candidates approved to use them in an exam session, the cohort will be split into two groups. One group will sit the exam earlier than or later than the published start time. The security of the exam will be maintained at all times and candidates will be supervised in line with JCQ regulations.

Complaints

The school aims to treat all candidates fairly in preparing for and administering assessments, either internal or external and in our delivery and administration of a qualification. If a candidate has any concerns they should be addressed in the first instance informally to seek a resolution, or formally if necessary, following the relevant stages of the School's Complaints Procedures or applying for a Review of Marking for NEAs.