

St Bede's Catholic Voluntary Academy



Exams – Main Policy

“We commit ourselves to love, respect and serve one another as disciples of Jesus Christ”

Date of Policy Review:	September 2025
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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 exam policy will ensure that:

- the planning and management of exams is conducted efficiently and in the best interest of candidates.
- all aspects of the centre's exam process is documented, supporting the exams contingency plan and other relevant exams-related policies, procedures and plans are signposted
- 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 body regulations, guidance and instructions, thus ensuring that
“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute” [[JCQ General regulations for approved centres \(GR\)](#) page 2 1]
- exam candidates understand the exams process and what is expected of them.

This policy **must be** 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.

It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy. Where references are made to the JCQ regulations/guidelines, further details can be found at <https://www.jcq.org.uk/>.

Roles and responsibilities overview

Head of Centre/Principal

‘The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments.’ [[GR](#) page 5 2.3]

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
[General regulations for approved centres](#) (GR)
[Instructions for conducting examinations](#) (ICE)
[Access Arrangements and Reasonable Adjustments](#) (AA)
[Suspected Malpractice in Examinations and Assessments](#) (SMEA)
- [Instructions for conducting non-examination assessments](#) (NEA) (*and the instructions for conducting controlled assessment and coursework*)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October

confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration

- Ensures 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
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “ensure that wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined, or a Learning Support Assistant who has supported one or more candidates **is not an invigilator during the examination**. In exceptional circumstances, a teaching assistant or a Learning Support Assistant, who has supported one or more candidates in the room, may act as an invigilator. However, they must not be the sole invigilator. Where a candidate with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator, another invigilator will be required;” [ICE 12.8 d page 33]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
 - the location of the centre’s secure storage unit is in an area solely assigned to examinations
 - 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 risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)
- Ensure that candidates’ work is backed-up on two separate devices, including one off-site back-up. Ensure appropriate security arrangements which protect candidates’ work in the event of IT system corruption and cyber-attacks. GR 5.7i page 20

Additional responsibilities for the Head of Centre/Examinations Officer:

- Ensure teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates’ work; (GR 5.3b page 14)
- Ensure that the SENCo understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre. (GR 5.3c page 14)
- Ensure the SENCo, the centre’s appointed access arrangements assessor and the exams officer **must** all undertake regular CPD, such as attending annual update course.(GR 5.3c page 14)
- Ensure that any member(s) of the senior leadership team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation.

- Ensure that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations. (GR 5.3c page 14)
- Ensure the security of all assessment materials are only shared with appropriate centre staff and candidates and are not shared outside of the centre. Reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials. (GR 5.3m page 16)
- Make arrangements to access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the JCQ document Instructions for conducting examinations 1 September 2024 to 31 August 2025; (GR 5.3n page 16)

National Centre Number Register and other information requirements

Ensure we provide:

- Address to which all examination and assessment materials will be dispatched
- Landline telephone number
- Contact email address
- Name the head of centre and their email address
- Senior designated contact details

This must be submitted by the end of October each year even if there are no changes to centre details

Exam Resilience and Contingency Plan

Resilience and contingency arrangements 3.16 Centres must ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering and securely retaining evidence of candidate performance in line with the published guidance.

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

Centres in England should refer to the document published by Ofqual: **Guidance on collecting evidence of student performance to ensure resilience in the qualifications system - GOV.UK (www.gov.uk)**

All centres **must** have an up to date written contingency plan. The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior leaders **must** have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates. The plan must cover the following scenarios:

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

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

The following guidance will provide a framework for senior leaders to build and shape a plan/policy in light of their local circumstances: [https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland Preparing for disruption to examinations](https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland-Preparing-for-disruption-to-examinations) - JCQ Joint Council for Qualifications [GR 3.16 to 3.19 page 9 & 10]

“A written examination resilience and contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination resilience and contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency.” [GR 3.17 page 9]

Cyber Security

The head of centre (in conjunction with ICT Support) will ensure there are procedures in place to maintain the security of user accounts by:

- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training. These identified staff at St Bede's will complete the Exams Office online training: Cyber Security: Account Management Best Practices(2025/26)
- the importance of creating strong, unique passwords for all accounts;
- keeping all account details strictly confidential;
- the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access;
- how to properly set up and use MFA for both centre and awarding bodies' systems;
- an awareness of all types of social engineering/phishing attempts; <https://www.ncsc.gov.uk/blog-post/ncsc-cyber-security-training-for-staff-now-available>
- the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture. Certificates of completed staff cyber training must be downloaded and held on file for inspection. The NCSC training resource provides a certificate of completion of cyber training. b) developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies; c) implementing and enforcing robust security measures, including:
- mandatory MFA for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data;
- regularly reviewing and updating security settings to align with current best practices;
- Update any passwords that may have been exposed;
- Set up secure account recovery options; **DELETE THIS SECTION IN BLUE?**
- Review and managing connected applications;
- Monitor accounts and regularly review account access, including removing access when no longer required;

- Ensure authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security: <https://www.jcq.org.uk/exams-office/general-regulations> Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- Report any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body. (GR 3.20 to 3.21 page 10)

Centre Status:

If we are at risk of closing or intending to close, we will take all reasonable steps to protect the interests of the candidates. We will notify each of the awarding bodies we are approved with. The awarding body will then take all reasonable steps to protect the interests of the candidates. (GR 3.10 page 8)

- Ensures required internal appeals procedures are in place

Internal Appeals Procedures

"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 a clerical recheck, a review of marking, a review of moderation 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.)" [GR 5.13i page 23]

- Ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place

Disability Policy

"Recognise its duties towards disabled candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7). This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid; †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect" [GR 5.4c p18]

- Ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place

Complaints and Appeals Procedure

"The centre agrees to... draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a

qualification.”
page 21]

[[GR](#) 5.8e]

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

Child Protection/Safeguarding Policy

“It is the responsibility of the head of centre to ensure that his/her centre... has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements...”

page17]

[[GR](#) 5.3z]

- Ensures the centre has a data protection policy in place

Data Protection Policy *“Do you have a written data protection policy?”*
page 17]

[[GR](#) 5.3z]

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

Access Arrangements Procedures

“The head of centre/senior leadership team agrees to... have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments”

[[GR](#) 5.4 f page18]

- 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

Exams Officer

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

- Understands the contents of annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Post-results services \(PRS\)](#)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- 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

Senior Leaders (SLT)

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

Special Educational Needs Co-ordinator (SENCo)

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

Subject Leaders (SLs)

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

Teaching Staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo

- Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Lead Invigilator

- Assists the Exams Officer in the efficient running of exams according to JCQ regulations
- Assists the Exams Officer in training and deploying a team of internal invigilators

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 (where applicable)

Reception Staff

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

Site Staff

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

Candidates

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

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

Planning: Roles and Responsibilities

Information Sharing

Head of Centre

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

Exams Officer

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
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Information Gathering

Exams Officer

- Collates information in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Keeps all information in one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Has an exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of Academy exams

Subject Leader

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

Access Arrangements

Head of centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre
- Ensures a process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal **way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **data protection notices** from candidates where required
- Working with the EO applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO

- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period
- Alongside the EO, provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word Processor Policy - exams

“A centre must have a policy on the use of word processors. A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations or can work faster on a keyboard, or because he/she uses a laptop at home.”

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

“A member of the centre’s senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.” [\[AA page 71 5.8\]](#)

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

Separate Invigilation Within the Centre

Separate invigilation is determined by the SENCo, in conjunction with relevant teaching staff and the Exams Officer. The decision is based on whether the candidate has a substantial and long term impairment which has an adverse effect and the candidate’s normal way of working within the centre. This would include separate invigilation during mock examinations, internal school tests and/or high level GCSE NEA.

Criteria considered are: Cognition and Learning Needs, Communication and interaction Needs, Sensory and Physical Needs, Candidates with Social, Mental and Emotional Needs.

The Exams Officer monitors all arrangements for separate invigilation and checks all the relevant rooms to ensure JCQ regulations are being complied with.

[See [AA 5.16 page 81 plus centre-determined criteria](#)]

Senior Leaders, Subject Leaders, Teaching Staff

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

Internal Assessment and Endorsements

Head of Centre

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

Senior Leaders

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

Subject Leaders

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & GCSE specifications follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching Staff

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

Exams Officer

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

Invigilation

Head of Centre

- Ensures relevant support is provided to the Examinations Officer in training and deploying a team of invigilators
- Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible
- Determines if additional invigilators will be deployed in practical exams in addition to the subject teacher

Examinations Officer

- 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 the Equality Act 2010 and are trained in disability issues

Entries: roles and responsibilities

Estimated entries

Exams Officer

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

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

Subject 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, which includes
 - changes to candidate personal details
 - amendments to existing entries
 - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirms information is correct

Late entries**Exams Officer**

- Has clear entry procedures in place to minimise the risk of late entries

Subject Leader

- 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

Private candidates

The academy will assess the suitability of private candidates on a case-by-case basis.

Candidate timetables**Exams Officer**

- Provides candidates with individual exam timetables for checking

Teaching Staff

- Ensure candidates check individual exam timetables and return any relevant confirmation required to the EO

Candidates

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

Pre-exams: Roles and Responsibilities**Access Arrangements****SENCo**

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

- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)

Briefing candidates

Exams Officer

- Issues individual exam timetable information to candidates
- Prior to exams, issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
 - exam clashes
 - arriving late for an exam
 - absence or illness during exams
 - what equipment is/is not provided by the centre
 - food and drink in exam rooms
 - prohibited items in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued

Access to Scripts, Enquiries About Results and Appeals Procedures

“have in place written procedures for how it will deal with candidates’ requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies.

Details of these procedures must be made widely available and accessible to all candidates.

Candidates must be made aware of the arrangements for post-results services before they sit any examinations” [*\[GR 5.13a p22\]*](#)

Dispatch of exam scripts

Exams Officer

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE ‘yellow label service’ or the awarding body where qualifications sit outside the scope of the service
- Centres must ensure that script packages are available at the agreed pickup point 15 minutes before the beginning of the collection slot (31.1 ICE)

Estimated grades

Subject Leader

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

Exams Officer

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

Internal Assessments and Endorsements**Head of Centre**

- Ensures procedures are in place for candidates to appeal internally assessed marks or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

SENCo

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

Teaching Staff

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

Subject Leader

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

Exams Officer

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

Candidates

- Authenticate their work as required by the awarding body

Invigilation**SENCo**

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

Exams Officer

- Provides an invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms according to the required ratios
- Liaises with the SENCo/EO regarding the facilitation and invigilation of access arrangement candidates

Invigilators

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

JCQ inspection visit

Exams officer or Senior leader

- Will accompany the Inspector throughout the visit

“A senior member of staff or a member of the exams office must be available to accompany the Inspector throughout the course of his or her centre visit, including inspection of the centre’s secure storage facility.”

[[ICE](#) Introduction]

Seating and identifying candidates in exam rooms

Exams Officer

- Ensures a process is in place to verify candidate identity including private candidates
- Students are identified by an internal member of staff with a good awareness of the candidate group, a copy of the seating plan is followed.
- On instances where a candidate cannot be identified by a member of staff, a copy of student photos is held within the examination room, to be used as a reference point.
- Ensures invigilators are aware of the procedure
- 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

Procedure for identifying candidates

- Internal staff are used for the majority of invigilation; staff are familiar with students taking exams and can recognise students.
- When a student cannot be identified by a member of staff, they will refer to the photographic paperwork at the front of the examination room, where all candidates have photos and candidate information extracted from the school MIS system.

- If identification still cannot be confirmed, additional support will be sought from the examinations officer or SLT on site.

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 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
- Identifies exam rooms and specialist equipment requirements
- 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
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios

SENCo

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

Site Staff

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

Alternative site arrangements

Exams officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service using the JCQ Alternative Site form 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

Exam time: roles and responsibilities

Access Arrangements

Exams Officer

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

Candidate Absence

Candidate Absence Policy

- EO checks candidate absence
- Liaises with House Office as to reason for absence
- SLO/EO makes phone call home
- Every attempt is made for candidate to attend

Invigilators

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

Candidates

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

Candidate behaviour

See *Irregularities* below.

Candidate belongings

See *Unauthorised materials* below.

Candidate late arrival

Exams Officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body
- Ensure that if a candidate is admitted late, that they are allowed the exam's full time limit

Invigilators

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

Conducting exams

Head of Centre

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

Exams Officer

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

Dispatch of exam scripts

Exams/policies/2025/2026
/FB

Exams Officer

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

Exam Papers and Materials**Exams Officer**

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches 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
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- 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 clash candidates have completed the exam
-

Exam Rooms**Head of Centre**

- Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- Ensures only authorised centre staff are present in exam room

Exams Officer/Lead Invigilator

- 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

Emergency evacuation policy

*“...Centres **must** have a **written** centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.”* [*\[ICE\]*](#)

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

Head of Centre

- Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body immediately, by completing the appropriate documentation

Malpractice

Malpractice will be dealt with as per the guidelines in the JCQ policy. [*\[ICE\]*](#)

Managing behaviour

“The head of centre, or authorised members of staff, have the authority to remove a candidate from the examination room but should only do so if the candidate would disrupt others by remaining in the room.” [*\[ICE\] 24.1 p53*](#)

Senior Leaders

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

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)

Malpractice

See *Irregularities* above.

Special consideration

Exams Officer

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

Special Consideration Policy

Special Considerations will be applied for by the examinations officer within the deadlines set by the awarding bodies.

Candidates

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

Unauthorised materials

Invigilators

- Are informed of the arrangements through training

Internal Exams

Exams Officer

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

Invigilators

- Conduct internal exams as briefed by the exams officer

Results and post-results: roles and responsibilities

Internal Assessment

Subject Leader

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

Managing Results Day(s)

Senior Leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of 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 day(s) (a results day programme) are in place

Results day programme

“Senior members of centre staff must be accessible to candidates immediately after the publication of results.

[GR 5.13b 22]

Site Staff

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

Accessing results**Senior Leaders**

- Provides summaries of results for relevant centre staff on issue of results date
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body

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

Post-results services**Head of Centre**

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

Exams Officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged

- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching Staff

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

Candidates

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

Analysis of results

Senior Leadership Team

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

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed.

Issue of certificates procedure

Certificates are issued in November at the Certificate Collection event.

Candidates

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

Retention of certificates policy

The academy will securely store certificates until they are collected

Review: Roles and Responsibilities

Exams Officer

- Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle

Senior Leaders

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

Retention of records: roles and responsibilities

Exams Officer

- Keeps records as required by JCQ and awarding bodies for the required period
- Keeps records as required by the centre's records management policy

Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy.

Child Protection Policy

*“Do you have a **written** child protection policy?”*

[[GR](#)- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements]

Data Protection Policy

*“Do you have a **written** data protection policy?”*

[[GR](#)- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements]

DBS Policy (Safeguarding)

*“have in place a **written** policy on DBS (Disclosure and Barring Service) clearance which satisfies current legislative requirements;”* [[GR](#) 5]