



Lady Margaret School

Examinations Policy and Procedures

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The purpose of this examination policy is:

- To ensure the planning and management of examinations is conducted efficiently and in the best interest of candidates.
- To ensure the operation of an efficient examination system with clear guideline for all relevant staff.
- It is the responsibility of everyone involved in the centre’s examination processes to read, understand and implement this policy.

This examination policy will be reviewed annually.

This examination policy will be reviewed by the Senior Leadership Team (SLT) and Examinations Officer.

JCQ Key Changes for 2023-2024

Key changes for 2023-24

Page number	Section	Paragraph	Summary of change
2			Update to qualifications covered
4			Details added to list of resources
8	3	3.1	Clarification that the exams of
9		Table 1	Where a centre is unsure of the Centre Inspection Service must
		Table 1	Further details about the requirements
13	5	5.1	Guidance on how to conduct
		5.3	Details of the process required for question papers.
18	7		Requirements for managing the A-level Mathematics and Further
22	10		Revised guidance on use of centres
26	12	12.3	Requirement for centres to prepare regulations including changes
28	13	13.2, 13.3, 13.4 13.5	Invigilation requirements for centres in the same room

NB: Not all the changes shown above are reflected in this policy as some apply either to other exam policies that are held on the system, or are in the ICE booklet and are shared as necessary with invigilators and other members of staff.

Examination Roles and Responsibilities

Headteacher

The Headteacher is the Head of the Centre who is accountable to the awarding bodies for ensuring that the Centre is compliant with the published JCQ regulations in order to ensure the security and integrity of the examinations/assessments at all times.

It is the responsibility of the Head of Centre to ensure that the Centre:

- Respond to the National Centre Number (NCN) Register annual update **by the end of October** in each academic year, confirming they are aware of and adhering to the latest versions of JCQ regulations applicable to examinations sat in that academic year.
- Must be familiar with the entire contents of the JCQ 'Instructions for conducting examinations' and 'General regulations for approved centres'.
- Take all reasonable steps to maintain the integrity of the examinations/assessments.
- Deliver qualifications as required by the awarding body, in accordance with relevant equality legislation.
- Advise on appeals and review of results (RoR).
- Report all suspicious or actual incidents of [h. Refer to the Joint Council for Qualifications (JCQ) document *Suspected Malpractice* in Examinations and Assessments.

Senior Leadership Team (SLT)

- Must be familiar with the entire contents of the JCQ 'Instructions for conducting examinations'.
- Must be familiar with the entire contents of the JCQ 'General regulations for approved centres'.
- Undertake annual training as provided by the Exams Officer to keep abreast of annual changes to all JCQ regulations.

Examinations Officer:

Manages the administration of public and internal examinations and the publishing of examinations results:

- Advises the SLT, subject teachers, form tutors and other relevant support staff on annual examination timetables and application procedures as set by the various Awarding Bodies.
- Conduct training for SLT on annual changes to the 'General Regulations' and 'Instructions for Conducting Examinations'
- Oversees the production and distribution to staff, governors and candidates of an annual calendar for all examinations in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the examination timetable that will affect them.
- Consults with teaching staff to ensure that necessary non-examination assessment (NEA) is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Receives, checks and stores securely all examination papers and completed scripts.
- Administers Access Arrangements and Special Considerations regulations
- Identifies and manages examination timetable clashes.
- Accounts for income and expenditures relating to all examination costs/charges.
- Organises the recruitment, training and monitoring of a team of examination invigilators responsible for the conduct of examinations.
- A record of Invigilator training must be kept on record and be available for inspection
- Prepares and presents reports to the SLT showing results, submits electronically candidates NEA marks, tracks dispatch and distributes returned NEA to departments and any other material required by the appropriate Awarding Bodies.

- Arranges for dissemination of examination results and certificates to candidates and processes, in consultation with the SLT, any appeals/review of results (RoR) requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations.
- To ensure candidates are issued with JCQ information for candidates/NEA
- To run year group assemblies before the examination series to re enforce what candidates must and must not do in the examination room
-

Heads of Department

- Guidance and academic oversight of candidates who are unsure about examination entries or amendments to entries.
- Involvement in post-result procedures.
- Accurate completion of non-examination assessment (NEA) mark sheets and declaration sheets.
- Accurate completion of entry and all other mark sheets and adherence to deadline as set by the Examinations Officer.

SENCO

- Notification of Access Arrangements.
- Identification and testing of candidate's requirement for Access Arrangements.
- Provision of additional support – with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of a foreign language, IT equipment – to help candidates achieve their course aims.

Invigilators

- Supervision of examinations according to JCQ guidelines.
- Distribution of examination papers and other material from the examinations office before the start of the examination.
- Collection of all examination papers in the correct order at the end of the examination and their return to the examinations office.
- Preparation of papers for despatch by the Exams Officer

Candidates

- **Being aware of and** understanding examination and non-examination assessment (NEA) regulations and signing a declaration that authenticates the non-examination assessment as their own.

Administrative Staff

- An 'Exam Contingency' Officer
- Support for the input of data.
- Posting of examination papers.

Recruitment 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
- Enables the relevant senior leader(s), the examinations officer (EO) 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
- Appoints a SENCO who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures that the SENCO has sufficient time to both manage the access arrangements process within the centre and familiarise themselves with the JCQ publication Access Arrangements and Reasonable Adjustments
- Ensures that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system

Internal Governance Arrangements:

Name of SLT member with delegated responsibility for running exams:

Sarah Webber, Deputy Headteacher.

Escalation Process

Purpose of the process:

To confirm the main duties and responsibilities to be escalated should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent.

In the event of the absence of the Head of Centre, (**Elisabeth Stevenson**) or SLT with oversight of examination administration, (**Sarah Webber**), responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to **Nicola Lupton, Deputy Headteacher.**

This member of staff will provide support and guidance to the Examinations Officer and ensure that the integrity and security of the examinations and assessments is maintained throughout the examination series

To support understanding of the regulations and requirements, the following JCQ publications will be read and understood:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice – Policies and Procedures

Examination Related Contingency Plan

Please see Appendix 1- Examination related contingency plan .

Conflicts of Interest

It is the responsibility of the Head of Centre to ensure that conflicts of interest are managed by informing the awarding bodies, before the published deadline for entries for each examination series of:

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units;
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; **and**

maintains clear records of all instances where:

- exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
- centre staff are taking qualifications at their centre which do not include internally assessed component/units
- centre staff are taking qualifications at other centres

Method

Every academic year a declaration of interest email is sent to all centre and exam staff in the autumn term of each academic year. Staff are then given a deadline by which they need to respond to the email.

A conflicts of interest log is maintained and any potential conflict declared by centre staff is centrally recorded on the log. The relevant awarding bodies are informed (where required by the nature of the conflict) of specific conflicts of interest and centre staff declarations before the published deadline for entries for each examination series by identifying and following the individual awarding body's administrative process. The agreed measures put in place to mitigate any potential risk to the integrity of the qualifications affected are recorded on the log and the affected member of staff informed of these measures.

Records are kept on file until the Review of Results period is over, and are available for JCQ inspectors to inspect.

Statutory Assessment

The statutory test and qualification offered at this centre are decided by SLT.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year.

At Key Stage 4

All students follow a programme of study leading to GCSE examination. The Level 3 Free Standing Mathematics Qualification (FSMQ) is offered to selected students.

Post-16

Post-16 students follow a programme of study leading to GCE qualifications (for the majority three A levels over two years). The Extended Project Qualification is offered to selected students. Candidates may be entered for additional Admissions Tests required for certain university courses.

Examinations Seasons and Timetables

Internal examinations will be set for Years 7- 10 and Year 12 in the Summer term;

Mock Examinations for Years 11 and 13 are scheduled for the Autumn and Spring Terms.

Public examinations are scheduled for the summer series.

All internal examinations are held under external examination conditions.

Admissions Test for certain university courses (e.g. BMAT) are taken in the Autumn Term, save for the STEP Mathematics examinations which takes place in the Summer Term.

Timetables

The Examinations Officer will circulate the examinations timetables for both external and internal examinations once these are confirmed.

Entries, Late Entries and Retakes

Candidates are selected for their examinations entries by the Senior Leadership Line Managers with the heads of department. The current Awarding Body deadline is 21 of February each year.

Candidates will only be entered for exams if they have been fully prepared for the course. A candidate or parent/carer may request a subject entry, change of level or withdrawal, *although the final decision rests with the Headteacher*. If agreement on this point cannot be reached, the candidates will be charged for their entry.

The School does not accept external candidates for examinations.

Late Entries

Entry deadlines are circulated to heads of department.

Late entries may only be authorised by the Examinations Officer in consultation with the Headteacher. These may incur a fee.

Retakes - Candidates are not allowed retakes in GCSE or A Level qualifications.

Examination Fees

- GCSE initial registration and entry examination fees are paid by the centre.
- A Level initial registration and entry examination fees are paid by the centre.
- Where the School supports a candidate's application to university courses where additional admissions tests are required (e.g. BMAT) the initial registration and entry examination fees are paid by the school.
- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the Awarding Bodies.
- Late entry or amendment fees are to be paid by departments, if this is outside of any fee-free amendment period where it is offered by Awarding Bodies.

Post-examination fees

Candidates must pay the fee for review of results (RoR), please see Results, Review of Results (RoR) and Access to Scripts (ATS) for more information.

Clash Candidates

In addition to identifying exam clashes and communicating with students about these, the Examinations Officer will be responsible as necessary for identifying escorts, a secure venue and, where overnight supervision is required, securing parental agreement in accordance with JCQ guidelines.

AS Further Mathematics, AS Mathematics, A-Level Further Mathematics or A-Level Mathematics exams must always be sat in the published afternoon session as per the awarding body's timetable.

Security of Scripts Procedure (ICE Section 1&2)

- All examination papers and packages marked with the 10142 centre number should be signed for.
- A record of receipt should be logged at point of delivery in the 'Examination Delivery log' kept at reception.
- An alternative log is kept in the secure storage should reception be bypassed.
- The Examinations Officer should be notified *immediately* of any arrival of official examinations material.
- The Examinations Officer will immediately open and check the contents against the despatch notices and inform the respective board of any discrepancies.
- The Examinations Officer will log the arrival of all documents.
- The Examinations Officer will immediately lock away all confidential materials in the strong room, in the appropriate secure filing cabinets in date order, ready for use on the appropriate day. The Examinations Officer will check the papers against the entries to ensure that the correct number has been delivered and take steps to obtain any shortfall.
- Papers for an examination will be kept securely under lock and key until the day and session of the examination.
- 2nd pair of eyes check -The papers will be checked and signed by two people to verify that the papers are correct for the day, subject and time **before** being removed from the secure storage.
- Papers for satellite rooms will be opened and divided within the secure storage. The papers will be resealed in a bag for distribution.
- Where a question paper needs to be scanned or photocopied, the Exams Officer or a member of staff authorised by the Head of Centre or the Exams Officer, must take the paper in a sealed non-transparent envelope to the printer/scanner. The question paper and the copy must be returned to the secure room where they will be placed into the question paper packet, which must be re-sealed and placed back into the centre's secure storage facility.
- Examination papers will be opened in the examination room by the Exams Officer and distributed by invigilators to the candidates in accordance with JCQ regulations as directed in the "ICE" booklet.
- The candidates will not be allowed to start the examination early without the consent of the Examinations Officer.
- No candidate will leave the examination room before the designated finish time of the examination. In the case of illness, the candidate will be accompanied to another room by an invigilator.
- The integrity of the examination will be preserved at all times, even in the event of an emergency evacuation.
- After the completion of each paper, the candidate's script will be collected by the invigilators in the appropriate manner, checked and packaged in the examinations room and taken to reception to be

placed in the secure cupboard ready to be collected and signed for by Parcelforce following the agreed procedures and collection times for completed scripts.

- Should there be any discrepancy or irregularity, the Examinations Officer should be called immediately

Key Holders/Access to Secure Storage (ICE Section 3)

Key Holders to the secure room and/or the secure storage facility (The Exams Officer must be one of the key holders):

- 1) Exams Officer/ Deputy Headteacher
- 2) Site Care

The locations of the keys are in a coded key safe in the Exams Officer's Office. Only Key holders are privileged to the combination.

The secure storage key holder and access log to be reviewed and signed off annually by the Headteacher. The log will be maintained with a list of current staff who have been granted access to the secure storage facility. A copy can be found on the wall in the secure storage and in the exams red folder. Only those authorised by the Head of Centre and the Exams Officer will be allowed access to the secure storage facility.

Arrangements for handling secure electronic materials (ICE Section 4)

Centre Authorisation:

- Electronic question paper materials must only be handled by members of staff authorised to do so by the head of centre.
- The head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.
- At least two and no more than six members of centre staff should be authorised to handle secure electronic materials. One of whom, must be the Exams Officer. This will be the **Exams Officer Eugenia Dunmall, Exam Contingency Louisa Smith and the Deputy Headteacher Sarah Webber**. Other members of centre staff may assist with printing and collation provided they are under supervision.

Secure account management:

- Email accounts used for secure material access must belong to named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials.
- Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access. Group email exams@ladymargaret.lbhf.sch.uk
- Files must only be accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials must never be forwarded or shared.
- By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.
- Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly, for example when a member of staff has left the centre or changed roles.
- Accounts must be reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed.

- Secure password management is critical. Passwords used to access secure material must be strong and changed regularly. Passwords must never be written down or shared. Accessing and printing secure files

Accessing and Printing Secure Files:

- The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process.
- The file must be accessed and downloaded only for the use of the candidate(s) who have been entered for the examination.
- The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder.
- Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.
- Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.
- Secure files must be accessed and printed within a secure environment. Only authorised members of staff must be present in the room.
- Arrangements for handling secure electronic materials
- Once printed, question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely ready for transfer to the examination room at the appropriate time, in line with the requirements in section 3, JCQ ICE Booklet.

Invigilation Arrangements and Examination Rooms (ICE Section 12)

It is the responsibility of the Head Of Centre to ensure that invigilators are appropriately trained in their duties.

Managing Invigilators:

- Invigilators
 - ensure all candidates have an equal opportunity to demonstrate their abilities
 - ensure the security of the materials before, during and after the examination
 - prevent possible candidate malpractice
 - prevent possible administrative failures
- Centres must make sure that invigilators know what is expected of them. They must be made aware of the "Checklist for invigilators for written examinations".
- Centres must provide thorough training on these current regulations and any changes for any new invigilators and those facilitating an access arrangement. Centres must ensure that the testing of invigilators competence and their understanding is rigorous.
- Invigilators, employed by the school, will be used for examination supervision. They will be used for most mock and all public examinations. Invigilators are to be fully trained in the regulations set out by JCQ. Invigilator training is the responsibility of the Examination Officer.
- The recruitment of invigilators is the responsibility of the Human Resources Officer in conjunction with the Examinations Officer.
- Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the School Human Resources Officer.
- DBS fees for securing such clearance are paid by the school.
- Invigilators are timetabled and briefed by the Examinations Officer.
- Invigilator's rates of pay are set by the School.

Examination Rooms

- The Examinations Officer will book all examination rooms after liaison with other users and make the question papers, other examination stationary and materials available for the invigilator(s).
- Site Management is responsible for setting up the allocated rooms.
- Normally, the Examination Officer will start all examinations in accordance with JCQ guidelines.

The People Present (JCQ Section 17, I.C.E):

(Please also see **appendix 2,**)

Senior Leadership Team members **who have not taught the subject being examined,** may be present at the start of the examination(s). This is to:

- Identify and settle candidates and instil discipline
- Check that the candidates have been issued with the correct question papers for the day, date, time, subject, unit/component and tier of entry if appropriate
- Check that the candidates have the necessary equipment and materials, i.e. preliminary material, anthologies or set texts where permitted;
- Start the examination

Senior Leadership members **must not** provide advice and guidance with regard to the completion of the examinations. They must not comment on the question paper or advise on which questions should be attempted.

In practical examinations, subject teachers may be on hand in case of any technical difficulties.

Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Papers will be distributed to Heads of Department not earlier than twenty-four hours after the examination session.

Procedure for verifying the identity of all Candidates (ICE Section 16)

Procedure for identify all candidates at the time of the examination or assessment (GR 5.9)

- All candidates are to line up in the playground in row order and in order of the seating plan
- The Head of Year is issued with a copy of the seating plan and will identify and register each student according to the seating plan
- The candidates are sent in row by row into the examination room
- Year 13 should also wear their lanyards which will then be placed under their desks in the examination room

Candidates must follow the regulations set out by JCQ (ICE Booklet) whilst they are attending the Centre. These are distributed to the candidates at various points during the academic year. Furthermore, all candidates must follow the School's rules on acceptable dress and behaviour.

Question papers, stationery, materials and other equipment (ICE Section 18 pg 39)

Communication devices such as mobile phones, watches (of any kind), iPods and tablets, are strictly forbidden and must not be brought into the examinations room. A breach of this kind has serious consequences for the candidates who will be referred to Awarding Bodies for malpractice.

At the end of the examination candidates must put any loose additional answer sheets in the order they answered the questions and insert them into the answer booklet. They must not remove any paper/s from the exam room.

Candidate's personal belongings remain their own responsibility and the Centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines.

Candidates may leave the examination room for a genuine purpose (e.g. toilet break) requiring an immediate return to the examination room, in which case an invigilator must accompany them and no time will be added for time taken out of the examination room.

The Examinations Officer will attempt to contact (via Reception desk) any candidate who is not present at the start of an examination and deal with them in accordance with JCQ guidelines.

Procedure for Late Entry of Candidates to the Examination Room (ICE Section 21)

- Candidates will already have been informed of the various stages of late entry to the examination room during the briefing session before the examination period.
- Any candidate arriving late for an examination must report to the Examinations Officer BEFORE going to the examination room to avoid any disruption to that examination.
- The invigilators will be aware of the following procedures for candidates who arrive late.
- A candidate will be considered very late if they arrive more than one hour after the Awarding Body's published starting time for an examination which lasts for more than one hour.
- A candidate who arrives after the start of an examination may be allowed the full time for the examination under appropriate invigilation.
- If a candidate is late for a good reason (a sudden illness or transport difficulties), the board will accept the candidate's paper provided it is satisfied that the security of the examination has been maintained.
- If a candidate is admitted to the examination room within one hour of the start of the examination, but before the scheduled finish time, the candidate must be warned that the Board may not be prepared to accept the paper.
- If a candidate is admitted to the examination room after one hour of the start of the examination, the candidate must be warned that the Board may not be prepared to accept the paper.
- If a candidate arrives after the scheduled finishing time of the examination, the candidate will be recorded as absent and will not be allowed to take the examination. The candidate must be informed that no marks will be awarded for the component.
- If a candidate arrives in the afternoon for a paper which had been arranged for the morning session, the candidate may be allowed to sit the examination at the published time provided the candidate has had no contact with candidates who sat the paper earlier. The awarding body will then decide whether or not to accept the script.
- In all cases of lateness to an examination, the Examinations Officer will complete the necessary forms for appropriate awarding bodies. The invigilators will not need to send away any forms with the scripts.
- Invigilators should read section 12, invigilation arrangements in the JCQ Instructions for conducting examinations.

Emergency Evacuation Procedure for Examinations (ICE Section 25 pg 49)

The invigilator must take the following action in an emergency such as a fire alarm or a bomb alert.

All invigilators are to ensure that they complete the '**Invigilators Emergency Evacuation Rota**' before each exam session. This is to determine who takes what role if there was an emergency evacuation, ensuring a controlled evacuation.

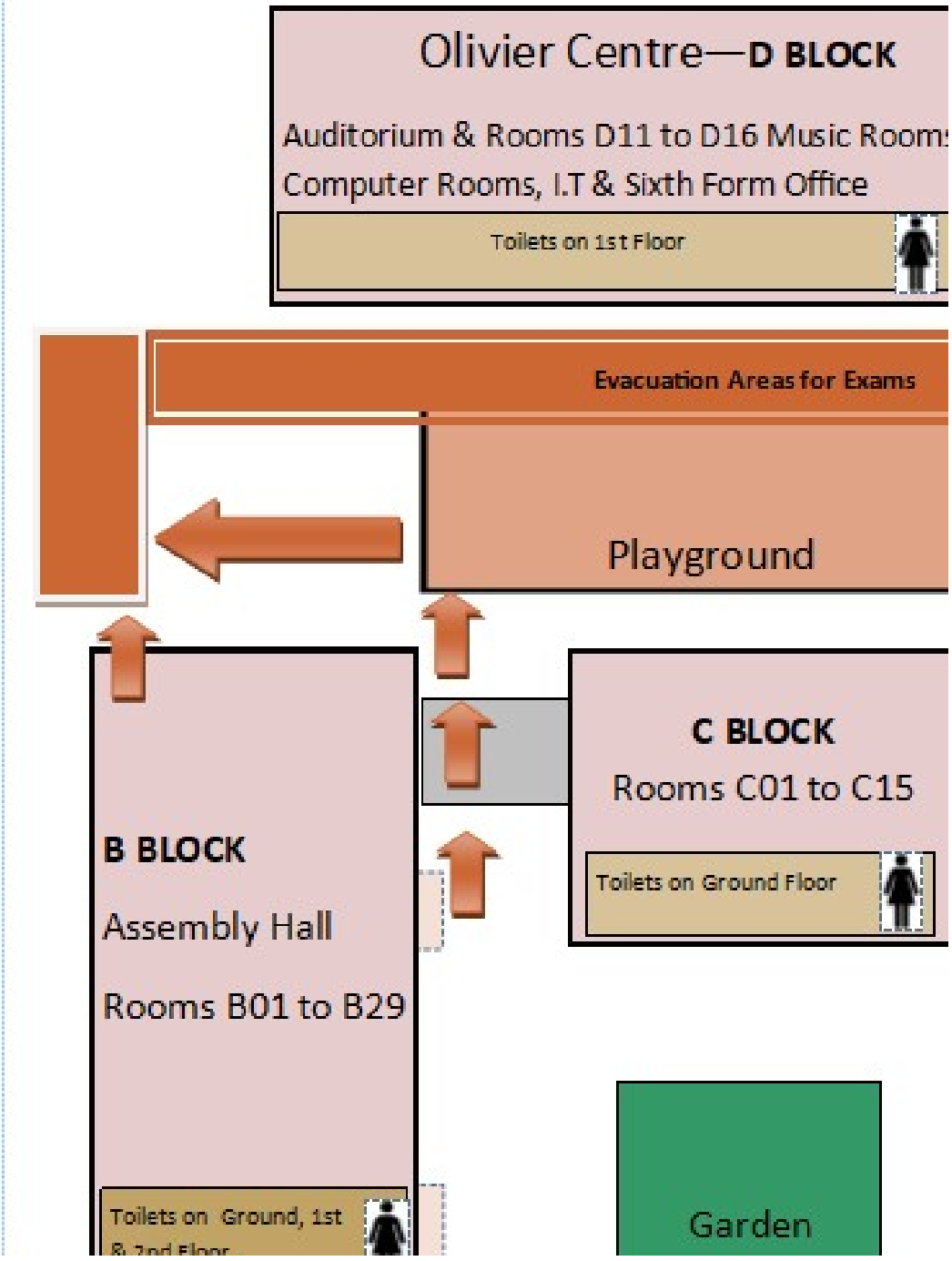
The following roles are:

1. One invigilator to communicate with the students. The examination should be stopped immediately. The students are to be reminded that they are under exam conditions, they are to close their scripts and must stay silent. **The scripts are to stay in the exam room.** No bags or personal belongings should be taken from the examination room with the candidates.
2. One invigilator to make a note of the time the exam was stopped and collect the seating plan/register to be used for roll-call.
3. One Invigilator is to lead the candidates out of the exam room. Evacuate row by row. As far as is reasonable, the candidates should be kept in isolation at the rear, either side of the playground

depending where the exam room is. Candidates should be kept under strict supervision by the invigilators at all times, ensuring that they do not communicate with one another

4. One invigilator is to be the last person in the exam room.
 5. All other invigilators to stagger their exit and escort the candidates to the playground ensuring the candidates do not talk.
- If the exam is in the Gym, one invigilator is to go outside the door nearest the Science classrooms to direct staff/students to exit via the archway. **In order to preserve the integrity of the exam, no unauthorised students/staff are allowed to walk through the gym/hall to exit the building when the room is under exam conditions.**
 - If it is safe to go back then an Invigilator/Exams Officer needs to be the **first** person to enter the examination hall before the candidates enter.
 - On returning to the examination room, the examination should be restarted. Allow the candidates the full working time set for the examination.
 - If appropriate and there are only a few candidates, consider the possibility of taking the candidates (with questions papers and scripts) to another place to finish the examination.
 - Log the emergency and make a full report of the incident and of the action taken – this may be required by the Awarding Body.
 - Any breach of question paper security or malpractice must be reported to the awarding body immediately.
 - Should the Invigilators feel that a particular candidate has been unduly disrupted, then the Examination Officer should be notified in order to apply for special consideration.

Lady Margaret School Evacuation Plan for public examinations.



Special Consideration

Should a candidate be too ill to sit an examination, suffer bereavement or other trauma or be taken ill during the examination itself, it is the candidate’s responsibility to alert the centre, or the examination invigilator, to that effect.

Any special consideration claim must be supported by appropriate evidence within five days of the examination, for example a letter from the candidate's doctor.

The Examinations Officer will then complete a special consideration application to the relevant Awarding Body within the application window. All evidence must be signed by a member of the Senior Leadership Team. Late applications for special consideration will only be accepted in exceptional circumstances and evidence must be produced by SLT.

Complaints and Appeals Procedure

This Policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Complaints and appeals procedure](#)

Internal Appeals Procedure

This Policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> LMS Internal appeals procedure](#)

Results, Review of Results (RoR) and Access to Scripts (ATS)

Results

Candidates will receive individual result slips on results days in person at the Centre or by post to their home addresses, if they provide an appropriately stamped address standard envelope well in advance of Results Day. Results may be collected on behalf of a candidate by a third party, provided they have been authorised in writing by the end of the summer term to do so. Identification (e.g. passport, driver's licence) will be required.

Arrangements for the school to be open on results day are made by the Head of Centre. All information regarding which staff are available and on what days will be sent in advance of results day to all students. The provision of staff on results days is the responsibility of the Head of Centre.

Results will not be communicated to candidates by telephone under any circumstances.

Review of Results (RoR)

RoRs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.

If the centre does not support an ROR, a candidate may apply to have an enquiry carried out for a fee. If a candidate requires such an enquiry against the advice of subject staff, they will be charged. (See section 5: Examination fees).

- Students, who wish to have a paper reviewed, will have to pay the school the current fee set using the Awarding Bodies fees document. These charges are accurate at time of publication of this policy but may change according to the Examining Bodies pricing policies.
- To have a paper reviewed, students have to submit the appropriate completed consent form to the Exams Officer, along with payment for the correct fee.
- Students who request a remark must understand that their marks/grades could go DOWN as well as UP.

- Students should be aware that the marks awarded to papers are NOT normally changed, as they have already been marked and checked 3 times. Therefore, there should be a good reason for a review of marking.
- Students and teachers should be aware of the deadlines for particular services, which is the 20th September for non-urgent applications or seven days after results day for urgent applications, which are available to A Level candidates where a grade change may affect their University place only.

Access to Scripts (ATS)

After the release of results, GCE and GCSE candidates may ask the Examinations Officer to request the return of papers within three days of the results being issued. Candidates and Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates should be obtained. These requests for scripts should be made before the annual deadline according to the appropriate fee and time schedule. Review of results cannot be applied for once an original script has been returned.

Certificates

Certificates may be collected in person and must be signed for upon receipt.

A third party may collect certificates on behalf of a candidate, provided they have been authorised to do so in writing by the candidate. Suitable photographic identification (e.g. passport) will be required. The centre retains certificates for five years.

Special Educational Needs

A candidate's special need requirements are determined by the SENCO and the educational psychologist/specialist teacher based on information from professionals/teachers.

The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination. The SENCO can then inform individual staff of any Access Arrangement that individual candidates may be granted during the course and in the examination. Please see the Access Arrangements Policy for more information. This Policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Access Arrangements Policy 2023.24](#)

Access Arrangements Policy

This Policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Access Arrangements Policy 2023.24](#)

Equalities Policy

This Policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Access Arrangements Policy 2023.24](#)

Word Processing Policy

Please see **Appendix 1 Word processor use for examinations in the Access Arrangements Policy** for more information.

[Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Access Arrangements Policy 2023.24](#)

*A signed copy of this statement by the Head of Centre is kept by the Examinations Officer in the Exams **red** folder.*

Non-Examination Assessment (NEA) Policy (Exams)

This policy can be found at [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Access Arrangements Policy 2023.24](#)

Data Protection Policy

This policy can be found at: [Google Drive>Shared Drives>POLICIES & PROCEDURES>Policies>Data Protection>Data Protection Policy](#)

Malpractice Policy

This policy can be found at: [Google Drive>Shared Drives> Shared Drives> ADMIN> Examinations> Policies & Procedures> Malpractice Policy 2023.24](#)

Safeguarding and Child Protection Policy

This policy can be found at: [Google Drive>Shared Drives>POLICIES & PROCEDURES>Policies & Pastoral & Safeguarding>Safeguarding and Child Protection Policy](#)

Whistleblowing Policy (Exams)

This policy can be found at: [Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Whistleblowing Policy Exams 2023.24](#)

Appendix 1 - Exam Contingency Plan

This plan confirm Lady Margaret School's compliance with JCQ's General Regulations for Approved Centres (section 5.3) that the centre has in place:

A written examination 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 where the head of centre, examinations officer or SENCo is absent at a critical stage of the examination cycle. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency. The potential impact of a cyber-attack should also be considered.

Extended absence of the Exams Officer at a critical stage of the exam cycle

Issue: Key tasks required in the management and administration of the exam cycle not undertaken including;

- Planning
 - Annual data collection exercise not undertaken to collate information on qualifications and awarding bodies specifications being delivered.
 - Annual exams plan not produced identifying essential key tasks, key dates and deadlines.
 - Sufficient invigilators not recruited and trained.
 - Entries
 - Awarding Bodies not being informed of early/estimated entries which prompts release of early information required by teaching staff.
 - Candidates not being entered with awarding bodies for external exams/assessment.
 - Awarding Body entry deadlines missed or late or other penalty fees being incurred.
- Pre-exams
 - Exam timetabling, room allocation and invigilation schedules not prepared.
 - Candidates not briefed on exam timetables and awarding body information for candidates.
 - Exam/Assessment materials and candidates work not stored under required secure conditions.
 - Internal assessment marks and samples of candidates work not submitted to awarding bodies/external moderators.
- Exam Time
 - Exams/Assessments not taken under the conditions prescribed by awarding bodies.
 - Required reports/requests not submitted to awarding bodies during exam/assessment periods e.g. very late arrival, suspected malpractice, special consideration.
 - Candidate's scripts not dispatched as required to awarding bodies.
- Results and post results
 - Access to examination results affecting the distribution of results to candidates.
 - The facilitation of the post-results services.

Actions

- Read the Exams Officer month by month guidance: G:\Shared drives\ADMIN - Examinations\General\Checklists Logs and Templates\Examinations Guidelines Month by Month.docx
- Manage the resources which may be done within school. Liaise with the Network Manager.
- Contact HFL Education (SIMS support provider) for assistance with compiling and transmission of examination entries, amendments, NEA marks and results.

- Exam Contingency – (HR & Office Manager, Louisa Smith) to step in and help where needed
- In extremis, employ a temporary examinations officer to cover the role.

SENCO extended absence at critical stage of the exam cycle

Issue: Key tasks in the management and administration of the Access Arrangements process within the exam cycle not undertaken including:

- Planning
 - Candidates not tested/assessed to identify potential Access Arrangement requirements by the deadlines.
 - Centre fails to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010
 - Evidence of need and evidence to support normal way of working not collated.
- Pre exams
 - Approval for Access Arrangements not applied/or to the Awarding Body.
 - Centre-delegated arrangements not put in place
 - Modified paper requirements not identified in a timely manner to enable ordering to meet external deadline.
 - Staff providing support to Access Arrangement candidates not available and/or trained.
- Exam Time
 - Access Arrangement candidate support not arranged for exam rooms.

Actions: Deputy Head (Pupil Progress) to liaise with Exams Officer over SENCO absence.

Examination disrupted by prolonged evacuation

Issue - Emergency Alert where an evacuation of the building is necessary, e.g. bomb scare, flooding.

Actions - Remove candidates to defined evacuation area reminding them that they are still held under examination conditions

Criteria: In assessing whether to continue the examination, the following factors need to be taken into consideration:

- The length of time that has passed since the official start time.
- Whether the minimum time for remaining in the examination has passed to maintain the integrity of the examination.
- The amount of time left to complete the examination(s).
- Whether there is sufficient time to complete the examinations before another session starts.
- Whether continuing the examination take candidates over the session limit of 3 hours, taking particular care to consider candidates with Access Arrangements which include extra time.

The Head of Centre, or their nominated deputy, should decide whether it is appropriate to continue the session using the criteria set out above. In making this decision, the Head of Centre, or their nominated deputy, must be satisfied that communication between candidates has not taken place outside of the examination room. **Only if completely satisfied that no communication whatsoever has taken place must candidates be allowed to continue the examination.**

If the session is to be abandoned, this will be either:

- Because of consideration of the criteria above,

- Because re-entry to the premises cannot be secured, or
- Because the risk of communication between students, which would invalidate the examination, cannot be eliminated.

In many cases, the examination will have to be abandoned. If so:

- The Examinations Officer should take the first opportunity to contact the relevant Awarding Body and then seek to apply for Special Consideration for all the candidates involved.
- Partially completed papers should be sent to the relevant Awarding Body as usual, unless the Awarding Body has specifically requested that papers should not be submitted.

Cyber Attack

Issue – Where a cyber-attack may compromise any aspect of delivery

Action –

- Staff trained on ‘cyber attack’ to minimise the risks (i.e. not sharing passwords/use difficult password combinations etc)
- Telephone the Awarding Bodies to make them aware

More information can be found here:

[Google Drive> Shared Drives> ADMIN> Examinations> Policies & Procedures> Cyber Protection \(Exams\) Information Sheet 2023.24](#)

This plan examines the potential risks which may arise and cause disruption to the management and administration of the Public Examinations at Lady Margaret School. In line with the Joint Council for Qualifications’ requirements to hold such a plan, scenarios with issues and actions have been set out below:

Scenario	Issues	Actions
Exams Officer absent for extended period of time	<ul style="list-style-type: none"> • All aspects of exam planning and implementing 	<ul style="list-style-type: none"> • All SLT to take upon the Exams Office online training course • Current ICE booklet to be read by all SLT • SLT can follow instructions set out in the Examinations Guidelines month by month created by EO. G:\Admin - Examinations\General\Examinations Guidelines Month by Month.docx • Admin member of staff to be trained as ‘exam contingency’ so they can step in for EO’s absence • Copies of all key exam information is kept in the red folder in the EO office • SENCO to brief all SLT on current access arrangements. See list that is sent round. Paperwork in folders
Exam Room – lack of appropriate	<ul style="list-style-type: none"> • Exams Officer unable to identify sufficient/appropriate rooms during exams timetable planning. 	<ul style="list-style-type: none"> • Seek alternative accommodation within school – B Block second floor, Oliver Centre Classrooms.

rooms or main venues unavailable at short notice	<ul style="list-style-type: none"> • Insufficient rooms available on peak exam days • Main exam venues unavailable due to an expected incident at exam time. 	<ul style="list-style-type: none"> • Contact our fall back evacuation location, Kensington Prep School, 596 Fulham Rd, London SW6 5PA (Headteacher Caroline Hulme-McKibbin) and follow the evacuations procedures • Consider sending non examination year groups home to create more space
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Scenario	Issues	Actions
Failure of IT systems	<ul style="list-style-type: none"> • MIS system failure at final entry deadline • MIS system failure during exams preparation • MIS system at results release time 	<p>Exams Officer and IT Manager to liaise with Examinations Boards as to appropriate action.</p> <p>Entries to be inputted at least a week before the deadline of the 21 February</p>
Disruption of teaching time – centre closed for an extended period	Centre closed or candidates are unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning	<ul style="list-style-type: none"> • Implement computer based learning. Teachers to use google classroom
Centre unable to open as normal during the exams period	Centre unable to open as normal for scheduled examinations. In the event that the HOC decides the centre cannot be opened for scheduled examinations, the relevant awarding body must be informed as soon as possible. Awarding bodies will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for candidates who have not been able to take scheduled examinations.	<ul style="list-style-type: none"> • Exams Officer to liaise with Head of Centre and to inform awarding bodies. • Headteacher and Exams Officer to explore alternative local venues.
Candidates unable to take examinations because of a crisis – centre remains open	Candidates are unable to attend the examination centre to take examinations as normal.	Consideration would be given on an individual basis as to why they were unable to attend the examination centre. Special consideration may be applied for.
Disruption to the transportation of completed examination scripts	Delay in normal collection arrangements for completed examination scripts	Scripts remain securely stored in exams office or Exams Officer transports them to the Post Office by collection by Parcelforce.
Assessment evidence is not available to be marked	Large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked	Exams Officer to contact awarding bodies for advice.
Centre unable to distribute results as normal	Centre is unable to access or manage the distribution of results to candidates, or facilitate post-results services.	Exams Office to contact awarding bodies for advice.

Scenario	Issues	Actions
Teaching staff extended absence at key points in the exam cycle	<p>Key tasks not undertaken:</p> <ul style="list-style-type: none"> • Early/estimated entry information not provided to the exams officer on time; resulting in pre-release information not being received. • Final entry information not provided to the exams officer on time; resulting in: • Candidates not being entered for exams/assessments or being entered late. • Late or other penalty fees being charged by awarding bodies. • Internal assessment marks and candidates work not provided to meet submission deadlines. 	Line Manager and Exams Officer to liaise with remaining teaching staff.
Invigilators – lack of appropriately trained invigilators or invigilator absence	<ul style="list-style-type: none"> • Failure to recruit and train sufficient invigilators to conduct exams • Invigilator shortage on peak exam days. • Invigilator absence on the day of an exam 	<ul style="list-style-type: none"> • Recruitment and Training is done well in advance. • Exams Officer to cover absences or shortages with assistance from the Cover Manager • LSA/ Lunch time supervisors to be trained as invigilators

Appendix 8 Notice to centres: The people present in the exam

The JCQ awarding bodies wish to provide further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators.

Section 17 of the *Instructions* provides clarity on who may be present in the examination room.

The head of centre has a duty to maintain the integrity of the examination and to ensure that fully trained invigilators are in place for examinations and on-screen tests.

Invigilators must have been trained to undertake their duties (see section 12 of the *Instructions*).

Rules relating to centre staff other than exams officers and invigilators

Senior members of centre staff approved by the head of centre, who have not taught the subject being examined, may be present at the start of the examination(s). When entering an examination room, the senior member of centre staff must identify themselves and their purpose for being there to the senior invigilator and/or exams officer.

Senior members of centre staff have a very clear role. Principally:

- to assist with the identification of candidates;
- to deal with any disciplinary matters;
- to check that candidates have been issued with the correct question paper for the day, date, time, subject, unit/component and tier of entry if appropriate;
- to check that candidates have the appropriate equipment and materials for the examination;
- to commence the examination.

Under no circumstances may members of centre staff:

- be present at the start of the examination and then sit and read the examination question paper before leaving the examination room;
- enter the examination room with the intention of accessing the examination question paper;
- have access to the examination question paper unless this is specifically requested by either the exams officer or an invigilator. For example, a possible printing error has been identified and, in the absence of an erratum notice, the exams officer needs this verified by the relevant subject teacher before reporting the issue to the awarding body;
- give any indication of their opinion of a question paper to candidates, verbally or otherwise, having been asked to inspect the content;
- communicate with candidates, (except in timed Art tests and timetabled CCEA and WJEC GCE A2 Science Practical examinations or where maintaining discipline in the examination room). This constraint extends to coaching candidates, reminding candidates which section(s) of the question paper to answer or which questions they should answer;
- enter the examination room and approach candidates, either to prompt them to make an attempt at the examination or to provide support and encouragement;
- enter the examination room and read candidates' scripts.

Support and encouragement may be offered at any point up until the time that candidates enter the examination room. From that moment onwards they are under formal examination conditions and the strict protocols must be adhered to.