

LINK19 College



EXAM POLICY

Reviewed Date: Spring 2023

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LINK19 COLLEGE

Exam Policy

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The policy's purpose

The purpose of this exam policy is:

- To ensure the planning and management of exams is conducted efficiently and in the best interest of the candidates.
- To identify the key processes and responsibilities which help the Exams Officer to work effectively with colleagues in college and with the relevant awarding bodies.
- To ensure the operation of an efficient exam system with clear guidelines for all relevant staff.
- It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.

The exam policy will be reviewed every two years. The exam policy will be reviewed by the Head of Centre and Exams Officer.

Exam responsibilities

The Head of Centre:

- Advises on appeals and re-marks.
- Is responsible for reporting all suspicions or actual incidents of malpractice. Refer to the JCQ document - Suspected malpractice in examinations and assessments.
- 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. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.
- Head of Centre must ensure that senior leadership team and exam officer familiarise themselves with the entire contents of JCQ *General Regulations for Approved Centres* booklet. In particular, Heads of Centre must familiarise themselves with sections 5.1, 5.3 and 5.4.
- Head of Centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments. ([GR, section 1](#))
- Recruitment, selection and training of staff;
 - Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
 - Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
 - Enables the relevant senior staff and the examinations officer (EO) 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 lead teacher who will determine appropriate access arrangements
- Ensures that the lead teacher has sufficient time to both manage the access arrangements process within the centre and familiarise him/herself with the JCQ publication *Access Arrangements and Reasonable Adjustments*
- Ensures that the examinations officer has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation.
- Ensures that the examinations officer is line managed and actively supported by the Head of Centre who has a good working knowledge of the examination system
- Alongside the Exams Officer will co-ordinate invigilators. Ensuring 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.

The Exams Officer:

- is the person appointed by the Head of Centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.
- **The College Lead on site (the Head of Centre) may not appoint themselves as the examinations officer.** A Head of Centre and an examinations officer are two distinct and separate roles.
- The Head of Centre and/or examinations officer may operate across more than one centre. In such cases the Head of Centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The Head of Centre must ensure that these arrangements are covered by their examination contingency plan.
- Manages the administration of public and internal exams.
- Advises the leadership team, subject and class teachers and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies.
- Communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them.
- Consults with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ and awarding body guidelines.
- Receives, checks and stores securely all exam papers and completed scripts.

- Administers access arrangements and makes applications for special consideration using the JCQ publication Access Arrangements and Reasonable Adjustments.
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditures relating to all exam costs/charges.
- Line manages the training and monitoring of a team of exam invigilators responsible for the conduct of exams.
- Submits candidates' coursework marks, tracks despatch and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the leadership team, any appeals/re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their exams.

Teachers are responsible for:

- Notification of access arrangements requirements (as soon as possible after the start of the course).
- Submission of candidates' names for examinations.
- Accurate completion of entry and all other mark sheets.
- Adherence to deadlines as set by the awarding bodies.
- Accurate completion of coursework/ controlled assessment mark sheets and declaration sheets.
- Decision on post results procedures.

Invigilators are responsible for:

- Assisting the Exams Officer in the efficient running of the exams according to JCQ and awarding body regulations.
- Responsible for the security of the exam before, during and after the exam.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and returning them to the Exams Officer securely.
- Invigilators are provided with an Invigilator Handbook along with access to the JCQ ICE booklet and awarding body ICE booklet.
- Invigilators are suitably trained.

Candidates and their parents are responsible for:

- Understanding coursework and examination regulations.
- Signing a declaration that authenticates the coursework as their own.
- Ensuring they conduct themselves in all exams according to the JCQ and awarding body regulations.

Qualifications offered

- The qualifications offered at this centre are decided by the LINK19 College leadership team and the subject teachers.
- The qualifications offered are Pearson Edexcel Functional skills, Pearson BTEC and NCFE.
- Informing the Exams Officer of changes to a syllabus is the responsibility of the subject teacher.
- Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the subject teacher and LINK19 College Lead.
- See Appendix 5 for the Fair Assessment Policy.

National Centre Number Register and other information requirements

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures the National Centre Number Register annual update is responded to by the end of October every year
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre Declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the Head of Centre's declaration, will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papersand ultimately, awarding bodies could withdraw their approval of the centre

Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection

- Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and **must** be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility

Exams officer

- Understands the contents of annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-Results Services \(PRS\)](#)
 - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year
 - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
 - Informs the National Centre Number Register Team **immediately** (e-mail address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place
 - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
- 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 content of training provided to invigilators for the required period
- Works with the lead teacher to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

Senior leaders

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process](#)

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

Lead Teacher

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

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and Lead teacher
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Exam series

- External exams are scheduled during the summer exam season. External assessments take place according to the relevant subject specification guidelines, under exam conditions.
- The LINK19 College Lead decides which exam series are used in the centre.
- The centre does offer some on demand assessments. If offered, on-demand assessments can be scheduled only in windows agreed between the LINK19 College Lead and subject teachers.

Timetable

- Once confirmed, the Exams Officer will circulate the exam timetable for External exams with relevant staff.

Entries, entry details and late entries

- Subject teachers will provide estimated entry information to the Exams Officer to meet JCQ and awarding body deadlines at the start of each academic year.

- Entry deadlines are circulated to subject teachers via email and meetings.
- Candidates are selected for their exam entries by the subject teacher.
- The centre accepts entries from external candidates from members of staff only.
- The centre does not act as an exam centre for other organisations.
- Late entries are authorised by the LINK19 College Lead.
- Re-sit decisions will be made by the LINK19 College Lead and subject teachers.

Exam fees

- 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.
- Exam entry fees are paid by the Centre.
- Late entry or amendment fees are paid by the Centre.
- Fee reimbursements may be sought from candidates who decide not to sit an examination they are entered for without medical evidence or evidence of other mitigating circumstances.

Equality Legislation

- All exam centre staff must ensure that they meet the requirements of any equality legislation.
- The centre will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates, in accordance with requirements defined by the legislation, awarding bodies and JCQ. This is the responsibility of the Head of Centre, subject teachers and Exams Officer.

Access arrangements

- The lead subject teacher will inform the Exams Officer of candidates with any special arrangements that individual candidates will need during the course and in any assessments/ exams.
- A candidate's access arrangements requirement is determined by the subject teacher.
- Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the Exams Officer and Head of Centre.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Exams Officer.
- Rooming for access arrangement candidates will be arranged by the Exams Officer. Ensure criteria for candidates granted alternative rooming arrangements (formerly known as separate

invigilation) e.g. a room for a smaller group of candidates with similar needs, is clear and meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

- Invigilation and support for access arrangement candidates, as defined in the JCQ Access Arrangements Regulations booklet, will be organised by the Exams Officer.

Contingency planning for Exams

- See Appendix 2.

Private Candidates

- Accepting examination entries from private candidates is the decision of the Head of Centre.

Managing invigilators

- Support staff are used to invigilate examinations.
- The LINK19 College Lead and Exams officer will liaise re the recruitment of invigilators from the support staff team.
- Invigilators are timetabled and briefed by the Exams Officer.
- A training session must be held for any **new** invigilators.
- An **update meeting** must be held for the **existing** invigilation team so they are aware of any changes.
- The Exams Officer prepares an Invigilator handbook each year, which is updated to include all new and relevant information for them.

Malpractice

- The Head of Centre is responsible for investigating suspected malpractice at the centre which also includes the misuse of AI (Artificial Intelligence) in exams, also refer to the JCQ document **AI Use in Assessments: Protecting the Integrity of Qualifications** Please see the separate Malpractice Policy and Whistleblowing (Exams) Policy for the college.

Security of Exam Materials

Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the Head of Centre
- Ensures access to the secure room is restricted and staff approved by the Head of Centre are accompanied by a keyholder at all times. There must be between two and six keyholders only (the exams officer must be one of the keyholders), each keyholder must fully understand their responsibilities as a keyholder to the secure storage facility

- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

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*. Other members of centre staff may assist with printing and collation provided they are under supervision.

*For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

Reception staff

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

Exam days

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
- The Exams Officer will book all exam rooms and make the question papers, other exam stationery and materials available for the invigilator leading the exam.
- The invigilator will start all exams in accordance with the JCQ or awarding body guidelines.
- Subject teachers may be present at the start of the exam to assist with identification of candidates but must not advise on which questions or sections are to be attempted.
- In practical exams, subject teachers may be on hand in case of any technical difficulties.

- Exam papers must not be read by subject teachers or removed from the exam room before the end of the session.

Dispatch of exam scripts

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 the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures the second pair of eyes check is recorded
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

Exam rooms

Head of Centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Internal exams

Exams officer

- Prepares for the conduct of internal exams under external conditions (where applicable to the centre)
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Provides exam documents; register, invigilator incident log, info of internal exam
- Requests internal exam papers from teaching staff
- Arranges invigilation (where applicable to the centre)

Lead Teacher

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

Teaching staff

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

Candidates

- The Exams Officer will provide written information to candidates and their parents/carers in advance of the exam series. This will include the JCQ Information to Candidates document as well as a personalised letter stating the exam levels and dates where applicable.
- The centre's published rules on acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- In the exam room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. This is also to include wrist watches and AirPods/earbuds and electronic headphones. These items must not be taken into an exam room.
- Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Invigilator.
- Candidates who leave an exam room early must be accompanied by an appropriate member of staff at all times.
- The Exams Officer and Head of Centre are responsible for handling late or absent candidates on the exam day.

Clash candidates

- The Exams Officer will be responsible for managing exam clash candidates and identifying a venue and secure supervision for them. This will be arranged in consultation with the LINK19 College Lead.

Food and Drink during exams

Food and drink is not typically allowed during an exam but may be allowed in the examination room at the discretion of the Head of Centre, particularly if an exam is lasting 90 minutes or more.

However, any agreed food or drink brought into the examination room by the candidate or the centre must be free from packaging and all labels removed from drink containers that must be in transparent bottles.

Special consideration

Please refer to the [Reasonable Adjustments & Special Considerations Policy](#) for further information.

- Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's parent/carer's responsibility to alert the centre, the Exams Officer or the exam invigilator, to that effect.
- The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example by providing a letter from the candidate's doctor.
- The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

Internal assessments

- It is the duty of the subject teachers to ensure that all internal assessments [Controlled assessments and Non-Exam Assessments (NEAs)] are ready for despatch at the correct time.
- The Exams Officer will inform all subject teachers of upcoming deadlines regularly by email.
- The Exams Officer will keep a record of each despatch, including the recipient details and the date and time sent.
- Marks for all internally assessed work and estimated grades are provided to the Exams Officer by the subject teachers.
- See Appendix 1 for further information.

Appeals against internal assessments

- The process for managing appeals against internal assessments is detailed in Appendix 3. This covers appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration.

Results

- Results will be ready for candidates to collect on results day in August.

Enquiries about Results (EARs)

- After the release of results, a candidate's parent/carer or subject staff may request an EAR.
- Further information on this can be found in Appendix 4.

Access to Scripts (ATS)

- Centre staff may request scripts for investigation or for teaching purposes. For the latter, the consent of the candidates must be obtained.
- Processing of requests for ATS will be the responsibility of the Exams Officer in liaison with the Head of Centre.
- An EAR (Enquiry about Results) cannot be applied for once an original script has been returned.

Certificates

- Candidates will be advised once their certificates are ready for collection. Certificates are not usually posted unless this is requested. If this is the case, parents/carers will be informed that if certificates go missing it is not the college's responsibility. Any certificates posted home are recorded on the postage spreadsheet.
- Certificates can be collected on behalf of a candidate provided they have written or email authorisation to the EO from the candidate to do so and must provide ID evidence upon collection.
- A log of certificates issued is kept by the EO, unclaimed/uncollected certificates will also be logged on the same spreadsheet. Certificates must not be held and should be distributed as soon as possible.
- A replacement certificate will not be issued by an awarding body. A Statement of Results may be issued if a candidate agrees to pay the costs incurred. The candidate is responsible for arranging this themselves through the awarding body website.

Single Equalities Scheme Impact Assessment

This policy has been developed to ensure that there is no negative or adverse impact on any individual or group in terms of disability, race, belief, gender, sexual orientation or age. All opportunities for potential positive impact on individuals, groups and the community are embedded within the ethos, vision and values of the college.

LINK19 College is committed to achieving Best Value in all decisions made. We use the principles of Best Value as they apply to securing continuous improvement in this college.

Reviewed Date: Spring 2023

Review Date: Winter 2025

APPROVED by the LINK19 Board of Directors.

Signed by LINK19 College Lead:

Appendix 1

Management of Non-Examination Assessments & GCSE Controlled Assessments

This policy identifies the key processes and responsibilities which help the Exams Officer to work effectively with colleagues in college and with the relevant awarding bodies – GCSE, Edexcel Functional Skills, BTEC, and NCFE Qualifications.

The aims of this policy are indicated below:

- To ensure that learners are given the support they need to maximise the opportunity to achieve.
- To ensure that Non Examination Assessments (NEAs) and controlled assessments are well organised, so that they run smoothly without any problems.
- To ensure that departments are given sufficient support to manage the process of the assessments.

Outlining staff responsibilities –Functional Skills, BTEC and NCFE

Head of Centre

Accountable for the safe and secure conduct of NEAs and controlled assessments. Ensure that assessments comply with JCQ guidelines and awarding bodies' subject-specific instructions.

At the start of the academic year, begin coordinating with Subject Leaders to:

- Schedule NEAs and controlled assessments. (It is advisable that these assessments be spread throughout the academic year).
- Create, publish and update an internal appeals policy.

Subject Leaders

- Decide on the awarding body and specification for a particular FS/GCSE examination.
- Standardise internally the marking of all teachers involved in assessing an internally assessed component.
- Ensure that individual teachers understand their responsibilities with regard to NEAs and controlled assessments.
- Ensure that individual teachers understand the requirements of the awarding body's specification and are familiar with the relevant teachers' notes and any other subject specific instructions.

Teaching Staff

- Understand and comply with the general guidelines contained in the JCQ publication *'Instructions for conducting non examination assessments'*.
- Understand and comply with the awarding body specification for conducting NEAs and controlled assessments, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website.
- Supply to the Exams Officer details of all unit codes for NEAs and controlled assessments.
- Supervise assessments at the specified level of control. Undertake the tasks required under the regulations, only permitting assistance to learners as the specification allows.
- Ensure that learners and supervising teachers sign authentication forms on completion of an assessment.
- Mark internally assessed components using the mark schemes provided by the awarding body. Submit marks through the Exams Officer to the awarding body when required, keeping a record of the marks awarded.

Exams Officer

- Enter learners for individual units, whether assessed by NEAs or controlled assessment, external exam or on-screen test, before the deadline for final entries.
- Where confidential materials are directly received by the exams officer, to be responsible for receipt, safe storage and safe transmission, whether in electronic or hard copy format.
- Download and distribute mark sheets where necessary for teaching staff to use, collect and send mark sheets to awarding bodies before the deadline.
- On the few occasions where NEAs or controlled assessments cannot be conducted in the classroom, arrange suitable accommodation where they can be carried out, at the direction the Leadership Team.
- Obtain confidential materials/tasks set by awarding bodies in sufficient time to prepare for the assessment(s) and ensure that such materials are stored securely at all times.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion, retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre.
- Ensure access arrangements have been applied for.

Risk Management Processes

Example risks and issues	Possible remedial action		Staff
	Forward planning	Action	
Timetabling			
Assessment schedule clashes with other activities	Plan/ establish priorities well ahead (e.g. start of the academic year) for all subjects or lines of learning.	Plan dates in consultation with college calendar – negotiate with other parties.	Exams Officer and Head of Centre
Too many assessments close together across subject or lines of learning	Plan assessments so they are spaced over the duration of the course.	Space assessments to at least allow candidates sometime between assessments.	Subject teachers and Head of Centre
Accommodation			
Insufficient space in classrooms for candidates	Once group sizes are known at the start of the year, flag instances where regular classroom space may not be suitable.	Use more than one classroom or multiple sittings where necessary.	Exams Officer and College Lead
Insufficient facilities for all candidates	Careful planning ahead and booking rooms/ centre facilities.		Exams Officer and College Lead
Downloading awarding body set tasks			
IT system unavailable on day of assessment	Download tasks well ahead of scheduled assessment date if possible.	Book IT equipment well ahead and download tasks before scheduled date of assessment if possible.	Exams Officer, subject teachers and IT Manager
Teaching staff/ assessors unable to access task details	Test secure access rights ahead of schedule every year and every session.	Ensure teaching staff/assessors have access rights for correct area of awarding body	Exams Officer, subject teachers and IT Manager

		secure extranet sites ahead of time.	
Loss of task details in transmission	Download tasks well ahead of scheduled assessment date if possible.	Report loss to awarding body for replacement; download again.	Exams Officer and IT Manager
Absent candidates			
Candidates absent for all or part of assessment (various reasons)	Plan alternative session(s) for candidates. Inform parents of exam absence procedure.	Contact candidate parent/carer, contact awarding body; inform the invigilators; check whether the exams can be rescheduled; edit seating plan. N.B. Will special consideration be required?	Exams Officer, subject teachers, Head of Centre
Candidates have a scheduling clash for exams or assessment	Always consider candidate timetables well ahead and decide on priorities in advance to scheduling clashes.	Check before booking the date; provide alternative date where necessary and consult awarding body procedures for dealing with timetabling clashes. N.B. retakes of NEAs or controlled assessments are limited.	Exams Officer and subject teachers
Very late candidates	Plan alternative session(s) for candidates.	Inform invigilators; obtain written and signed confirmation from parent/carer to confirm candidate exam	Exams Officer, Head of Centre

		security; allow candidate to take the exam; consider the seating plan and disruption to other candidates; alert awarding body using JCQ form.	
Control levels for task taking			
Assessment is undertaken under incorrect level of control (time, resources, supervision and collaboration)	Ensure teaching staff/assessors know what level is applicable and understand what is involved. Provide training if required.	Seek guidance from the awarding body.	Exams Officer and subject teachers
Supervision			
Teaching staff/ assessors do not understand supervision of NEAs or controlled assessment is their responsibility	Ensure teaching staff/assessors understand the nature of NEAs and controlled assessments and their role in supervision by providing in-house training.		Exams Officer and subject teachers
Suitable supervisor has not been arranged for an assessment where teaching staff/assessors are not supervising	A suitable supervisor must be arranged for any NEAs or controlled assessment where a teacher/assessor is not supervising, in line with the awarding body specification.		Exams Officer and Head of Centre

Example risks and issues	Possible remedial action		Staff
	Forward planning	Action	
Task setting			
Teaching staff/ assessors fail to correctly set tasks	Ensure teaching staff/assessors understand the task setting arrangements as defined in the awarding body specification. N.B. All tasks whether set by the awarding body or the centre must be developed in line with the requirements of the specification.	Seek guidance from the awarding body.	Exams Officer, subject teachers and Head of Centre
Assessments have not been moderated as required in the awarding body specification	Check specification and plan required moderation appropriately.	Seek guidance from the awarding body.	Exams Officer, subject teachers and Head of Centre
Security of materials			
Assessment tasks not kept secure before assessment	Ensure teaching staff understand the importance of task security.	Request/obtain different assessment tasks.	Exams Officer
Candidates' work not kept secure during or after assessment	Define appropriate level of security, in line with awarding body requirements, for each department as necessary.	Take materials to secure storage.	Exams Officer

Insufficient or insecure storage space	Look at provision for suitable storage early on in the course.	Find alternative spaces.	Exams Officer and Head of Centre
Deadlines			
Deadlines not met by candidates	Ensure all candidates are briefed on deadlines and penalties for not meeting them.	Mark what candidates have produced by the deadline and seek guidance from the awarding body on further action.	Exams Officer and subject teachers
Deadlines for marking and/or paperwork not met by teaching staff/ assessors	Ensure teaching staff/assessors are given clear deadlines (prior to the awarding body ones) to complete marking/ paperwork so the Exams Officer can process and send off marks ahead of awarding body deadlines.	Seek guidance from awarding body	Exams Officer, subject teachers and Head of Centre
Authentication			
Candidate fails to sign authentication form	Ensure all candidates have authentication forms to sign and attach to work when it is completed before handing in.	Find candidate and ensure form is signed.	Exams Officer and subject teachers
Teaching staff/ assessors fail to complete authentication forms or leave before completing authentication forms.	Ensure teaching staff/assessors understand importance of authentication forms and the requirement of a signature.	Return form to staff for a signature. Ensure forms are signed as work is marked, not at the end of the year.	Exams Officer and subject teachers

Marking			
Teaching staff/ assessors interpret marking descriptions incorrectly	Ensure appropriate training and practicing of marking. Plan for moderation and internal verification early on in the year.	Arrange for remarking. Consult awarding body specification for appropriate procedure.	Exams Officer and subject teachers.
Centre does not run standardisation activity as required by the awarding body	Plan for standardisation for all subjects early on.	Check with the awarding body whether a later standardisation event can be arranged.	Exams Officer, subject teachers and Head of Centre.

Appendix 2

Examination Contingency Plan

The Examination Contingency Plan aims to cover all possible disruptions to the examinations process. It is put in place by the Exams Officer, in discussion with the Head of Centre, to minimise risk to the examination administration and any adverse impact on learners, for example - should adverse weather prevent an exam from taking place at the college.

This contingency plan will be implemented only in the event of major disruption to the college and any actions taken will be subject to the agreement of the Head of Centre dealing with the specific circumstances being faced. Implementing the plan will safeguard the interests of the candidates while maintaining the integrity of the examinations and the awarding body requirements.

From the below table, the contingencies applied will be selected based upon the context of the disruption. If it is identified that current contingencies will not be sufficient to manage a unique unforeseen situation causing disruption to examinations, the LINK19 College Lead will agree the additional actions required.

In the event that our exam approval status is withdrawn by an awarding body for any reason, an immediate Leadership meeting would be called to ensure learner protection. The likely outcome would be to enter learners into exams under Ifield School where possible to ensure continuity for learners.

See separate LINK19 College Exams Contingency Plan.

Disruption	Action	Responsibility
Disruption of teaching time – centre is closed for an extended period	<ul style="list-style-type: none"> • Subject teachers and Head of Centre (HoC) convene to agree course of action. This may involve delaying entries for a particular exam series. 	Subject Leaders & HoC
Disruption in the distribution of examination papers	<ul style="list-style-type: none"> • Awarding bodies to provide centres with electronic access to examination papers via a secure external network. • Awarding bodies to fax examination papers to centres if electronic transfer is not possible. • The Exams Officer would need to ensure that copies are received, made and stored under secure conditions. • Check exam papers are on site 24hr preceding the exam. 	Awarding Body & Exams Officer
Candidates unable to take examinations because of a crisis – (centre remains open)	<ul style="list-style-type: none"> • Centre to liaise with awarding body to agree a delay to the start of the exam, candidates monitored and isolated in line with awarding body agreed instructions. • Centre to liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with the relevant awarding body. • Centre to offer candidates an opportunity to sit any examinations missed at the next available exam series. • Centre to apply to awarding bodies for special consideration for candidates where they have met the minimum requirements. 	Head of Centre & Exams Officer
Centre is unable to open as normal during the examination period	<ul style="list-style-type: none"> • Centre to open for examinations and examination candidates only, if possible and to use alternate accommodation within the same site. • Centre to use alternative venues in agreement with relevant awarding bodies (e.g. share facilities with other centres or use other public buildings if possible). 	Head of Centre & Exams Officer

	<ul style="list-style-type: none"> • Centre may offer candidates an opportunity to sit any examinations missed at the next available exam series. • Centre to apply to awarding bodies for special consideration for candidates where they have met the minimum requirements. • Centre to keep affected candidates informed. 	
Cyber-attack compromises the delivery of assessments	<ul style="list-style-type: none"> • Centre to promptly contact awarding body if any aspect of assessment delivery is compromised by a cyber-attack. • Exams Officer to liaise with IT team. • Centre to await advice from the awarding body on how to proceed in accessing assessments. 	Head of Centre, Exams Officer, IT team and Awarding Body
Disruption to the transportation of examination papers	<ul style="list-style-type: none"> • Centre to contact awarding body if exam papers are not received, so they can be sent securely and photocopied by the Centre prior to the exam and kept secure. • For completed examination papers - Centre to ensure secure storage of them until collection. • Centre to seek advice from awarding bodies and normal collection agency regarding collection. 	Exams Officer
Assessment evidence unable to be marked due to large-scale damage or destruction	<ul style="list-style-type: none"> • Centre to seek advice from awarding body. • It may be possible to generate marks from subsequent work or there may be an opportunity to retake the assessment. 	Exams Officer, Subject teachers & Head of Centre
Exams Officer is absent from college for a long duration	<ul style="list-style-type: none"> • Head of Centre to arrange for exam administration and apply examination protocols in line with JCQ guidelines – with the support of Admin Team. 	Head of Centre & LINK19 Director to

	<ul style="list-style-type: none"> Covering staff member to follow prepared guidance by the Exams Officer '<i>What to do if the Exams Officer is absent.</i> Also to seek support from the awarding bodies. Possible support from supply Exams Officer to support in the interim. 	request assistance from Ifield Exams Officer
Disruption	Action	Responsibility
Emergency arises during an exam session	<ul style="list-style-type: none"> Centre follows the Emergency Evacuation Procedure for Exams. This will be available in all examination rooms when an exam is scheduled. 	Head of Centre & Exams Officer
Failure of ICT Systems	<ul style="list-style-type: none"> Exams Officer to liaise with IT support in the first instance. Exams Officer to contact awarding body for advice and action as necessary. Test may be able to be postponed to a future date so candidates can resit. 	Head of Centre, Exams Officer & IT Team
Sole invigilator in exam room	<ul style="list-style-type: none"> This only happens when there are two or fewer candidates. The invigilator will have contact with the Exams Officer via a radio or a mobile phone in case of an emergency. 	Exams Officer
Centre unable to access results or inform candidates of results as normal	<ul style="list-style-type: none"> Centre to contact awarding bodies in the first instance to see if they can help with access or email results instead. Centre to share facilities with other centres if this is possible. Centre to inform affected candidates about collecting results from an alternative site/venue. 	Head of Centre, Exams Officer & IT Team

Appendix 3

Internal Appeals Procedure

LINK19 College is committed to ensuring that whenever its staff mark learners' work this is done fairly, consistently and in accordance with the awarding body's specification for the qualification concerned.

Internal Assessment Decisions

Learners' work will be marked by staff who have appropriate knowledge, understanding and skill and who have been trained in this activity. LINK19 College is committed to ensuring that work produced by learners is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking learners' work, internal moderation and standardisation will ensure consistency of marking.

If a learner or their parent/carer believes that this may not have happened in relation to his/her work, they may make use of the appeals procedure outlined below.

1. Appeals should be made by the end of June at the latest, in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.

2. Appeals **must** be made in writing by the Candidate's parent/carer to the Exams Officer.

LINK19 College
Exams Officer
LINK Centre, Block H
North Kent College
Entrance via Dering Way
Gravesend Kent
DA12 2JJ

Telephone: 01474 555799

3. The Head of Centre will appoint a senior member of staff or a LINK19 Director if more appropriate, to conduct the investigation. The senior member of staff/LINK19 Director will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and the examinations code of practice of the Qualifications and Curriculum Authority (QCA).

5. The candidate's parent/carer will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to assessment of their work.

6. The outcome of the appeal will be made known to the Head of Centre. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

After learners' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of LINK19 College and is not covered by this procedure.

Please refer to the LINK19 College Learner Appeals Procedure for further guidance and full process for internal assessment decisions, post result services and centre decisions relating to access arrangements and special considerations.



Internal Appeals Procedure – Written Record

Name of Learner:

Date request for appeal.....

Qualification

Teacher:

Unit:

Mark/Grade:

Reasons given for Appeal:

Assessor Response:

Notes of discussion:

Outcome of Appeal:

Appendix 4

Enquiries about Results (EARs)

- EARs may be requested by centre staff or the candidate (Candidate's parent/carer) following the release of the results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.
- The cost of EARs will be paid for by LINK19 College if the college requests it or if a candidate's request is agreed by the LINK19 College Lead.
- The candidate and their parent/carer must be informed that the EARs can result in marks/grades being raised, lowered or remaining the same. Written consent is therefore essential before an EAR is made.
- All decisions on whether to make an application for an EAR will be made by the Head of Centre.
- If a candidate or their parent/carer wishes to request an EAR, then they should first approach their subject teacher to see if they think that this is appropriate and should seriously consider the advice given.
 - If the LINK19 College Lead agrees to the EAR going ahead, the college will pay the cost of the EAR.
 - If the LINK19 College Lead does not agree to the EAR going ahead then the candidate's parent/carer must meet the full cost of the EAR.
 - In both cases, written consent will be required before proceeding with the EAR.
 - If the candidate or their parent/carer is unwilling to pay for the EAR, then they need to follow the appeals process for EARs. This process is only adopted when all other means of reaching an agreement have been attempted.
- All processing of EARs will be the responsibility of the Exams Officer following the JCQ guidance.
- Once the Exams Officer hears back from the Awarding Body, the outcome of the result will be made available to the candidate and their parent/carer.

Enquiries about Results – Appeals

Procedure to be followed where a candidate or parent/carer disagrees with LINK19 College's decision not to support an Enquiry about Results (EAR) and the candidate (and their parent/carer) refuse to pay the EAR fee.

- The candidate or parent/carer must make the appeal in writing to the LINK19 College Lead. Appeals should normally be made by **1st September** for examinations in the summer series, as awarding bodies have their own deadlines for the receipt of EAR requests.
- The enquiry will normally be led by the LINK19 College Lead, together with a member of the LINK19 board of Directors (who was not involved in previous decisions) and the Exams Officer.
- The candidate and their parent/carer will be informed of the outcome of the appeal, in writing.
- If it is decided that the EAR will go ahead, then the college will pay and the EAR will be processed in the normal way by the Exams Officer. Written consent will be required from the candidate or their parent/carer.

Appendix 5

LINK19 College

Access to Fair Assessment Policy

Statement of Assessment

- We aim to provide a variety of qualifications which provide all learners with the opportunity to achieve their full potential by the most appropriate and direct route.
- We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non- discriminatory.

What learners can expect from us:

- We aim to ensure that all assessment of work is carried out fairly and in keeping with the awarding body's requirements.
- All portfolio-based work will be assessed fairly against the qualification standards and teachers involved will be fully trained.
- Internal assessments will be carried out fairly and according to awarding body instructions.
- Externally marked tests and exams will be according to the requirements of the awarding body.

Learners can also expect:

- To be fully inducted onto a new course and given information that can be shared with parents and carers.
- Learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the onset of the course and when assignments are set.
- To be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.

Cheating and Plagiarism

A fair assessment of learner's work can only be made if that work is entirely the learner's own.

Therefore, learners can expect an awarding body to be informed if:

- They are found guilty of copying, giving or sharing information or answers, unless part of a joint project.
- They use an unauthorised aid during a test or examination.

- They copy another learner's answers during a test or examination.
- They talk during a test or examination.

All allegations of cheating and plagiarism will lead to a full investigation which will follow the guidance of the relevant awarding body.