Examinations Policy

2024 - 25

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Governor Approval Date:

Review Date: July 2025

1.0 Our Vision

Stanchester Academy is a community built on the values of mutual respect and ambition for everyone. This vision underpins our examinations policy and is reflected in the decisions we have made to ensure that all students can achieve their ambitions and successfully participate in final qualification assessments.

1.1 Rationale

The purpose of the Stanchester Academy Examination Policy is to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates and 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 academy's exam processes to read, understand, and implement this policy. The exam policy will be reviewed annually in line with JCQ guidance.

This policy applies to all examination/assessments taken in the school. This includes unit tests, controlled assessments, and examinations (externally and internally set) as well as practical and other assessments made to assess a student's ability within a particular discipline.

2.0 Roles and Responsibilities

Board of Governors

The Board has established, in consultation with the Headteacher, a policy for the conduct of external and school-based examinations and other examination components including coursework. It will support the procedures as appropriate and will review the policy regularly.

Headteacher

- Has overall responsibility for Stanchester Academy as an exam centre and advises on appeals and remarks
- Is responsible for reporting all suspicions or actual incidents of malpractice as referred to in the JCQ document Suspected malpractice in examinations and assessments.

Deputy Headteacher (Curriculum)

- Line manages the Exams Officer and ensures the correct application of this policy
- Ensures that the SENDCo performs the following tasks:
    - Identification and testing of candidates, requirements for access arrangements
    - The provision of additional support – with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates achieve their course aims
    - Administration of access arrangements
- Prepares and presents reports to the SLT showing results achieved in relation to expected grades and comparable data for previous years using national benchmark data.

Exams Officer

- Manages the administration of public and internal exams
- Advises the Senior leadership team, Curriculum Leaders and teachers and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies

- Oversees the production and distribution to staff and candidates of an annual calendar for all exams 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 exam timetable that will affect them
- Provides and confirms detailed data on estimated entries
- Receives, checks and stores securely all exam papers and completed scripts
- Administers access arrangements and makes applications for special consideration using the JCQ publications Access arrangements, reasonable adjustments, and special consideration documents
- Identifies and manages exam timetable clashes
- Line manages the exam invigilators in organising the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests
- Maintains systems and processes to support the timely entry of candidates for their exams
- Observation of invigilators in line with regulations from Awarding Bodies.

Curriculum Leaders

- Are responsible for the delivery of their subject areas and communication of relevant subject specific exam information to students
- Accurate completion of coursework mark sheets and declaration sheets
- Submission of candidates' names and entries to the Exams Officer
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Exams Officer
- Management of their curriculum areas to ensure that exam entries, coursework submission and appeals are submitted on time in line with the deadlines set by the Exams Officer
- Ensures that coursework is held securely during the completion, marking of work and until the appeals process is complete
- Ensure that their teachers are aware of the JCQ: Instructions for the Conduct of Examinations and follow the regulations for Controlled Assessment and Examinations.

Invigilators

- Are responsible for ensuring effective supervision of students undertaking examinations in line with the published procedures from the school and examination boards
- Collection of exam papers and other material from the exam office before the start of the exam
- Collecting exam papers in the correct order at the end of an exam and their return to the exam office.

All staff are responsible for declaring any conflict of interests

Ensuring the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where:

- A member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
- A candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with close relationship to the candidate.

Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where:

- A member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre
- A member of staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
- A member of centre staff is taking a qualification at another centre.

Students/Candidates

- Will take responsibility for monitoring their achievements and for aspiring to success in all aspects of their school lives
- Will seek to prepare fully for examinations, seeking help from staff and their parents where they need it, and acting on advice given
- Confirmation and signing of entries
- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own
- Following the examination regulations as laid down by JCQ within all examination rooms and during controlled assessment.

Parents/Carers

- Will work with the school to support students who are approaching examinations. They will seek to provide appropriate study facilities at home to enable effective preparation for examination.
- Parents may be required, in exceptional circumstances, to make payment for examination entries and other associated costs in line with the procedures associated with this policy and the school charging and remissions policy.
- It is the responsibility of parents/carers to ensure that students attend and participate fully in all assessments. Failure of a student to attend any assessments (especially an examination) will result in the school invoicing the parent/carer the cost of the full assessment, along with any associated on-costs. If the failure to attend is due to medical grounds – an authorised medical certificate will be necessary to avoid charge.

3.0 Access Arrangements

For full details of the access arrangements policy see *BTCT Trust Access Arrangements Policy.*

Access arrangements are agreed before an assessment allowing candidates with special educational needs, disabilities, or temporary injuries to access the assessment and show what they know and can do without changing the demands of the assessment. The intention behind an access arrangement is to meet the needs of an individual candidate without affecting the integrity of the assessment. Access arrangements are the principal way in which awarding bodies comply with the duty under the Equality Act 2010 to make reasonable adjustments.

All staff carrying out the assessments for access arrangements are suitably qualified to the Level 7 Qualification required. Assessments are either carried out by the Academy SENCo or and employed member of the academy Trust.

3.1 Reasonable adjustments

The Equality Act 2010 requires an Awarding Body to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

3.2 Assessments for access arrangements

Assessments are carried out by an assessor(s) appointed by the head of centre, who is responsible for checking the qualifications as required by JCQ regulations. This role is currently undertaken by our SENCo.

3.3 Recording evidence of need

The SENCo records the evidence and makes the application for each candidate. The SENCo then makes the Exams Officer aware of the candidates and their access arrangements for the Exams Officer to provide this during exams.

Access arrangements should be processed at the start of the course. To process applications at the start of the first year of the two-year GCSE course evidence should be gathered between years 7 and 9 to firmly establish a picture of need and normal way of working. The SENCo should consider the need for access arrangements on a subject-by-subject basis.

3.4 Word Processing in Examinations

If a candidate is allowed to use a word processor as part of their access arrangements, then the academy will adhere to *Appendix 1* of this policy.

3.4 Separate invigilation within the centre

Where the SENCo has identified the need for a separate room for a candidate based on a substantial and long-term impairment which has an adverse effect; and the normal way of working within the centre, the Exams Officer will provide a suitable room and invigilators.

3.5 Separate invigilation at an outside venue

If there is need for separate invigilation at an outside venue, for instance at home or in hospital, the Exams Officer will liaise with parents/carers and hospital staff to ensure a suitable room is available, that the environment meets the needs of the candidate and provide an invigilator. The invigilator would be furnished with an exams box with all the equipment to conduct an exam and in which to secure the exam papers. Whenever possible we would arrange a meeting for the candidate, parents/carers, and invigilator prior to the start of the exam.

For home invigilation a risk assessment will be carried out, another adult (parent/carer/sibling for instance) would have to be present and the academy will send two invigilators.

3.6 Overnight Supervision Arrangements

Where overnight supervision is required a parent/carer will be contacted and it will be explained to them the conditions of the supervision. Parents and students will be required to sign a contract that outlines the student is not to use any form of communication including phones/internet.

4.0 Complaints and Appeals

This procedure confirms Stanchester Academy compliance with JCQ's General Regulations for Approved Centres 2024-2025 (section 5.7) that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

If a parent or a student wishes to complain about the Stanchester Academy delivery or administration of a qualification, they should refer to *Appendix 2*.

5.0 Entries and Exam Fees

5.1 Entries for exams

- Candidates are selected for their exam entries by the Leads for subjects and the individual teachers
- Candidates or parents/carers can request a subject entry, change of level or withdrawal
- Stanchester Academy only accepts entries from external candidates in exceptional circumstances and must be agreed by the Headteacher
- Entry deadlines are circulated to Leads of Subject via email and briefing.

5.2 Late Entries for Exams

- Late entries for exams are authorised by the Headteacher
- Late entries/amendments will come out of subject budgets unless the Headteacher directs otherwise.

5.3 Exam Fees

- Stanchester Academy will pay all normal examination fees on behalf of candidates
- 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 paid for by subjects
- Candidates must pay the fee for an enquiry about a result should Stanchester Academy decide to not uphold the enquiry and the candidate insists on pursuing the enquiry.

5.4 Certificates

- Certificates are presented in person or collected and signed for
- Certificates may be collected on behalf of a candidate by third parties, provided they have been authorised to do so
- Replacement certificates are only issued if a candidate agrees to pay the costs incurred
- The centre retains certificates for one year, after which it is either returned or destroyed.

6.0 Examinations During an Emergency

All appropriate measures should be taken to ensure that the examination and the candidates do not compromise the examination regulations as laid out in JCQ: Instructions on the Conduct of examinations.

6.1 Emergency Evacuation of an Examination

In the event of an emergency the evacuation of the examination room procedure should be followed in *Appendix 3*.

An emergency evacuation is required where it is unsafe for candidates to remain in the exam room. This might include a fire in the exam room, the fire alarm sounding to warn of fire, bomb alert or other serious threat. In exceptional situations, where candidates might be severely disadvantaged or distressed by remaining in the exam room, the emergency evacuation procedure may also need to

be followed. This might include situations where there is severe disruption in the exam room, serious illness of a candidate or invigilator or similarly serious incidents.

6.2 Emergency Lock-down of an Examination

In the event of a centre lockdown during the conduct of examinations the procedure in *Appendix 4* should be followed.

7.0 Examinations Contingency Planning

This plan examines potential risks and issues that could cause disruption to the exams process at the centre. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process. See *Appendix 7* for an outline of planned contingencies.

8.0 Managing the Exams

8.1 Invigilating Staff

- Recruitment and management of invigilators, if deemed appropriate, is the responsibility of the Exams Officer and the Deputy Headteacher
- Training records for invigilators will be held on record until after the close of the examination season
- Invigilators will be made aware of the checklist for invigilators and the content of their training will be made available for inspection
- Securing the necessary DBS clearance for new invigilators is the responsibility of HR
- Invigilators are timetabled and briefed by the Exams Officer.

8.2 Identifying Candidates

- At Stanchester Academy candidates use the refectory as an assembly point before exams and a member of staff takes a register to identify any absence and to visually check the candidates. They are then released to attend the exam
- On entering the exam, the Invigilating team check each candidate with their photographic ID before seating. The ID is placed on the table (top right-hand side, with table number) so that it is always visible
- The Exams Officer produces laminated photographic ID cards for each pupil in Year 11 which are given out with the Exams Pack that each candidate receives. ID cards are used through mocks exams and the public exams season.

8.3 Exam Days

- The Exams Officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilators
- The exam room will provide candidates with appropriate conditions for taking the examination including heating, lighting, ventilation, and noise
- Internal tests, mocks or revisions sessions will not be held in a designated examination room. The room is designated when the examination officer prepares it, up until the examination has finished and materials cleared from it
- The examinations team is responsible for setting up the allocated rooms
- The lead invigilator will start all exams in accordance with JCQ guidelines
- Subject teachers are not allowed into examination rooms

- Senior staff, approved by the Head of Centre, who have not taught the subject may be present at the start of the examination
- No revision or coaching of candidates will be held in the examination room prior to the exam starting
- Each room will display the date and a clock that shows the actual time
- Exam papers must not be read by subject staff, removed from the exam room before the end of a session or read by the invigilator during the exam. Papers will be distributed once the exam session ends.
- The attendance register must be completed before the end of the examination
- Invigilators will be made aware of candidates with access arrangements at the beginning of each examination.

8.4 Food and Drink in Exam Rooms

- No food will be allowed into exam rooms unless there is a medical need i.e. a student/invigilator is diabetic
- Medical need food items will be given to an invigilator on entry to the exam room and stored at the front of the room
- Water bottles should be clear, with the label removed and the contents should be water only.

8.5 Managing Behaviour in an Exam

We have high expectations of behaviour during exams but should fall below the expected standard the following procedure would be adhered to.

- In the first instance the candidate would receive a verbal 'warning', which would be noted on the Invigilator Log and be brought to the attention of the Exams Officer at the end of the Exam. The Exams Office should bring this to the attention of SLT/HOY so that contact can be made home
- A second incident of poor behaviour from the same student would result in the Exams Officer being informed by the Lead Invigilator that they were required in the exam room. They would remove the candidate and inform a member of the Senior Leadership Team having ensured that the candidate in question is kept under exam conditions
- Should there be a situation of poor behaviour involving multiple students the Exams Officer would call for a member of the Senior Leadership Team immediately.

8.6 Malpractice

- The Head of Centre is responsible for investigating suspected malpractice
- Suspected malpractice will be reported to the awarding body by the Exams Officer following JCQ guidance
- See section 14.0 for further information on malpractice guidance.

8.7 Leaving the exam room

- Students are only permitted to leave the exam room under certain conditions, for example allocated rest breaks or needing the toilet.
- Under these conditions the student must be accompanied.
- If a student leaves and exam space unaccompanied without permission, the invigilator will note the time and this will be recorded as the end of their exam.

8.8 Student Lateness and Absence

- If a student is late, they must sign into the academy and wait for the Exams Officer to meet them. The Exams Officer will determine if the student is still able to enter the exam or not. If there is still enough time the student will be escorted to the exam and supervised whilst entering
- If a candidate should be absent due to illness the policy is that on receipt of a doctor's note the Exams Officer will apply to the exam board for a special consideration
- Similarly, if there has been an incident which prevents a candidate from attending that is 'known' the Exams Officer may apply for special consideration
- If a candidate does not attend, they will be marked as absent on the seating plans and registers
- The Exams Officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

8.9 Clash Candidates

For clash candidates, the supervision of escorts, identifying a secure venue and arranging overnight supervision is the responsibility of the Exams Officer and is in accordance with JCQ regulations. All forms must be kept for review until the close of the formal exam series.

8.10 Special Considerations

- 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 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.

9.0 Non-Exam Assessments (NEA) and Internally Assessed Work

Where a course has a non-exam assessment, controlled assessment or internally assessed work the following process should be followed:

- A clear assessment schedule should outline when assessments need to be completed and submitted for moderation
- Where internal moderation is required, this is completed in advance of grade submissions to an exam board
- Teachers submit marks online via the appropriate exam board website. This should be done with a Curriculum Leader or Senior Leader for checking
- The exam board will notify teachers of samples required for moderation
- If electronic samples are required, the exam officer supports the upload of the samples. If physical copies, the teacher provides the coursework samples for moderation to the Exams Officer. The teacher is responsible for taking and keeping copies in case of loss in post
- The Exams Officer checks all samples are present and posts to board, first class with proof of postage.

More information can be found in the *Vocational Qualifications Policy 2024-25.*

10.0 Results, Enquires About Results (EARs) and Access to Scripts (ATS)

Candidates will receive individual result slips on results days in person at Stanchester Academy or by post to their home address if requested. Arrangements for the academy to be open on results day are made by the SLT and the administration of results are the responsibility of the Exams Officer. The provision of staff on results day is the responsibility of the SLT.

10.1 Enquiries About Results (EARs)

EARs may be requested by staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested. If a result is queried, the exams officer, teaching staff and the Headteacher will investigate the feasibility of asking for a review of marking at the centre's expense.

When the centre does not support a candidate or parent's request for an EAR, a candidate may appeal that decision, please refer to *Appendix 5* for this process. If a candidate requires this against the advice of subject staff, they will be charged.

10.2 Access to Scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Academy staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. GCSE re-marks cannot be applied for once a script has been returned.

11.0 Retention of Records and Data Protection

Stanchester Academy will keep records as outlined by JCQ and awarding bodies for the required period and will update this policy to reflect any changes to GDPR as and when required.

Appendix 6 provides an overview of the identified information held, retention period and method of disposal.

12.0 Secure Storage of Materials

- Secure materials will be signed for by reception who will record their delivery in the examination's delivery log. On receipt of deliveries, the receptionist will inform the Exams Officer to collect them immediately from reception. The examinations officer will sign for them on collection from the reception store in the examination's delivery log. If the Exams Officer is not available, the Deputy Headteacher (Curriculum) also holds exam safe keys and will carry out this process
- The Exams Officer will then lock them into the secure store with the Secure log attached having checked them
- Any issues with packages, including material received in error will be reported immediately to the relevant awarding body
- All examination papers will be stored in the secure storage facility. There is restricted access to this room
- Mock examinations and internal academy test may be stored in the secure room. They must be sorted separately though from "live" awarding body material and be clearly labelled
- Papers will be logged out of the exam secure store, signed for by the senior invigilator on the secure log. The exam officer will cross check with another member of staff that the correct examination packages are being released for the exam and this will be logged and signed,

        this includes when papers must be opened prior to the exam for access arrangements preparation

- Scripts will be then marked off against the attendance register and signed for on the secure log by the Senior invigilator and Examinations officer. They will be bagged up with the attendance register and seating plan and put into the secure store until collection.

13.0 Withdrawal from a Qualification

It is essential that the decision to withdraw a student from entry for an assessment is not taken lightly and should only take place under exceptional circumstances. However, it must also be recognised that each year, to provide a personalised curriculum that is appropriate to each student's needs, it may be necessary to arrange modified timetables for a small minority of students during Key Stage 4.

When deciding whether to withdraw a student from a qualification several issues will need to be considered. These will include:

- The welfare and well-being of the student
- The school targets and projections for example progress and attainment scores
- Whether dropping the subject will benefit the student in terms of their overall achievement
- Whether provision can be made to accommodate the student during the time gained from dropping the subject and whether the student can be adequately supervised with appropriate work set
- Whether the student has not fulfilled the exam board assessment criteria by failing to complete a component of a course despite being given numerous opportunities and maximum support and therefore cannot be entered under exam board regulations
- Student, parent/carer, and teacher views.

A student will not be allowed to drop a GCSE subject simply because:

- The student/parent/carer wishes to drop the subject
- The subject teacher wishes the student to drop the subject
- The student is at risk of not passing the GCSE examination
- The teacher wishes to improve the pass rate for their subject.

All decisions regarding the withdrawal of a student from a qualification must be approved by the Headteacher following clear communication with the student and parent/carer.

14.0 Malpractice Guidance

14.1 Definition

Malpractice consists of those acts, which compromise, attempt to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of an examination result or certificate. This can damage the authority and reputation of all concerned.

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements. Stanchester Academy does not tolerate actions (or attempted actions) of malpractice or maladministration by Students and internal and external staff in connection with any qualification and examinations.

Stanchester Academy may enforce disciplinary action on Students or staff where incidents (or attempted incidents) of malpractice or maladministration have been proven.

All staff must be vigilant regarding malpractice and maladministration where malpractice or maladministration occurs it must be dealt with in a fair, thorough, impartial and objective way.

The Deputy Headteacher will supervise investigations resulting from allegations of malpractice or maladministration. They are also required to inform all suspected of malpractice or maladministration of their rights and responsibilities. Investigations will escalate to Headteacher, depending on their gravity and scope.

Stanchester Academy reserves the right, in suspected cases of malpractice and maladministration to withhold the issuing of results/certificates or suspend any employee or contractor while an investigation is in progress. The re-issuing will then depend on the outcome of the investigation.

14.2 Guidance

- Tutors to have asked all Students to declare that their work is their own
- All Students are informed of malpractice and the penalties for attempted and actual incidents
- All Students to be aware of the appropriate formats recorded cited texts and other relevant materials or information sources that can contribute to achievement
- That procedures for marking and examining work are efficient and reduce or identify malpractice e.g. plagiarism, collusion, cheating etc.
- Access controls to prevent students from accessing and using other people's work when using networked computers
- Examiners to follow JCQ guidelines for security of exam papers and invigilation procedures

14.3 Student malpractice

The following are examples of malpractice by Students; this list is not exhaustive and the company, at its

discretion, may consider other instances of malpractice.

- Plagiarism - copying or passing off work as own including artwork, images, words, computer generated work (including internet sources), thoughts, inventions and/or discoveries with or without the inventors consent
- Collusion – working collaboratively with other Students, beyond what is permitted
- Copying from another Student or allowing work to be copied
- Deliberate destruction of another Student's work
- Disruptive behaviour in an examination room (including the use of offensive language)
- Exchanging, obtaining, receiving, passing on information (or the attempt to), which could be examination related
- Making a false declaration of authenticity in relation to the authorship of coursework or the contents of a portfolio
- Allowing others to assist in the production of coursework or assisting others in the production of coursework
- The misuse, or the attempted misuse, of examination materials and resources (e.g. exemplar materials)
- Being in possession of confidential material in advance of the examination
- Personating/pretending to be someone else
- Theft of another student's work
- Bringing into the examination room unauthorised material e.g. study guides,
- Behaving in a manner as to undermine the integrity of the examination
- Altering any results documentation including certificates.
- Failing to abide by instructions or advice of an examiner

- Breach of the instructions or advice of an examiner.

14.4 Internal and external staff malpractice and maladministration

The following are examples of malpractice by internal and external staff; this list is not exhaustive and the company, at its discretion, may consider other instances of malpractice:

- Failing to keep JCQ records secure
- Tampering with Students scripts or coursework after collection
- Failing to keep Student computer files, which contain coursework secure
- Obtaining unauthorised access to exam materials prior to examination
- Altering or changing marks for internally assessed components
- Manufacturing evidence of competence
- Entering fictitious Students for examinations
- Altering JCQ assessment criteria
- Assisting Students in producing work where the support has the potential to influence an outcome or assisting with answers
- Failing to ensure Students coursework is adequately monitored
- Failure to use current assignments for assessments
- Failure to issue Students with appropriate notices and warnings
- Failure to inform JCQ of alternative sites for examinations
- Failure to ensure that the examination venue conforms to JCQ requirements
- Failure to keep accurate and timely records
- Failing to report an instance of suspected malpractice to JCQ as soon as possible after such an incident occurs or is discovered
- Failing to conduct a thorough investigation into suspected malpractice
- Inappropriate retention or destruction of certificates • Producing falsified records e.g. sick notes, student ID
- Knowingly allowing evidence that is not the students to be included in coursework
- Facilitating and allowing imitation
- Misusing conditions for special learner requirements
- Falsifying records/certificates.

14.5 Discovery of malpractice and maladministration

Any malpractice or maladministration or attempted acts of malpractice or maladministration, which have influenced the outcomes for Students, must be reported to the Exams officer. Any alleged incident of malpractice or maladministration brought to attention after the issue of certificates may result in a full investigation by JCQ. Depending on the outcome of the investigation, certificates could be recalled and declared invalid.

14.6 Investigating alleged malpractice and maladministration

When dealing with alleged malpractice and maladministration, Stanchester Academy will primarily deal with the Exams officer and will require full access to all records for investigation purposes. If applicable, examiner feedback may also form part of the investigation.

As part of this investigation the company retains the right to involve Students and others in the investigation process. During the investigation period JCQ may withhold the release of results/certificates or withhold examination papers if the security of an examination is considered at risk (pending the outcome of the investigation).

If malpractice or maladministration is discovered or is reported directly to JCQ by a third party, JCQ will conduct an appropriate investigation into the nature of the allegation.

14.7 Dealing with malpractice and maladministration

It is the responsibility of the Exams officer to investigate any allegation of malpractice and maladministration. Any allegation of malpractice and maladministration against the Exams officer will be investigated by the Deputy Headteacher. Any alleged incident must be reported to the Exams officer at the earliest opportunity. If malpractice or maladministration is discovered or suspected within Stanchester Academy the individual must be made fully aware, in writing, at the earliest opportunity of the nature of the allegation and of the possible consequences should the malpractice or maladministration be proven. The individual must be given the opportunity to respond, in writing, to the allegations made and informed of the avenues for appealing should the judgement be made against them.

In cases where certificates are deemed to be invalid the regulatory authorities will be informed. Investigations will escalate to the Headteacher depending on their gravity and scope.

14.8 Penalties and sanctions applied

Where malpractice or maladministration is proven, Stanchester Academy will have to consider whether the integrity of the examination might be in jeopardy and if the member of internal or external staff or Student in question would be involved in future examinations.

Actions from JCQ may include:

- Refusing to accept examination entries from the school
- Reserving the right to withdraw programme approval
- Refusing to issue or to withdraw certificates

14.9 Appeals

If the outcome of an investigation is unsatisfactory, those involved have the right to appeal in the first instance to the Headteacher then to the governors whose decision is final. JCQ require school/schools to inform Head Office promptly should there be any publicity around malpractice or maladministration to minimise any adverse effect for all concerned.

15.0 Use of Artificial Intelligence

15.1 Definition

Artificial Intelligence (AI) use refers to the use of AI tools to obtain information and content which might be used in work produced for assessments which lead towards qualifications.

15.2 Examples of AI

Examples could include, but are not limited to:

- ChatGPT (https://chat.openai.com/auth/login)
- Jenni AI (https://jenni.ai)
- Jasper AI (https://www.jasper.ai/)
- Writesonic (https://writesonic.com/chat/)
- Bloomai (https://huggingface.co/bigscience/bloom)
- Gemini (https://gemini.google.com/)
- Claude (https://claude.ai/)

- Midjourney (https://midjourney.com/showcase/top/)
- Stable Diffusion (https://stablediffusionweb.com/)
- Dalle-E 2 (OpenAI) (https://openai.com/dall-e-2/)
- Soundraw (https://soundraw.io/)
- wavtool (https://wavtool.com/)
- Musicfy (https://create.musicfy.lol/)

15.3 AI and the risk of malpractice

Students must submit work that is their own. This applies to examinations, but especially to internal assessments such as NEAs (non-examined assessments) and internally assessed coursework.

Opportunities to use AI present a risk of malpractice in such a way that the use of AI tools means a student's work can no longer be described as their own. Students must be able to demonstrate that the final submission of any assessed work is the product of their own independent work and independent thinking, therefore meeting the requirement of any given assessment for a student to show progression in their knowledge, understanding and skills.

15.4 Application of AI

Examples of the context within which AI could be used to complete, supplement or improve a student's work to the extent that it can no longer be described as independently produced by the student alone are:

- Analysing, improving, and summarising text
- Authoring essays, articles, fiction, and non-fiction
- Writing computer code
- Translating text from one language to another
- Generating new ideas, prompts, or suggestions for a given topic or theme
- Generating text with specific attributes, such as tone, sentiment, or formality

15.5 Malpractice resulting from AI in assessed work

Currently, use of AI in assessed work will be categorised as malpractice, as defined in the JCQ Suspected Malpractice: Policies and Procedures (https://www.jcq.org.uk/exams-office/malpractice/).

Examples of AI malpractice include but are not limited to:

- Copying or paraphrasing sections of AI-generated content so that the work submitted for assessment is no longer the student's own
- Copying or paraphrasing whole responses of AI-generated content
- Using AI to complete parts of the assessment so that the work does not reflect the student's own work, analysis, evaluation or calculations
- Failing to acknowledge use of AI tools when they have been used as a source of information
- Submitting work with intentionally incomplete or misleading references or bibliographies.

15.6 Acceptable use of AI

The academy does not currently recognise any approved use of AI tools in assessed work. This may be reviewed over time depending on the context of the assessment. Should any AI tools be recognised as a supporting tool in assessed work in the future, guidance will be provided on the limitations of that use, and how malpractice can be identified.

15.7 Declarations of Independent Work

As is currently the practice, students completing an NEA, internally assessed exam or coursework must sign a declaration of independent work. This is done in line with the exam board requirements for any given qualification.

When appropriate, it will be explained to students that when signing this declaration, they declare that no AI tools have been used.

15.8 Further Information

For more information, see the JCQ *AI Use in Assessments guidance* - https://www.jcq.org.uk/wp-content/uploads/2024/07/AI-Use-in-Assessments_Feb24_v6.pdf

Appendix 1 – Word Processing in Examinations

The use of a word processor

Stanchester Academy complies with the JCQ guidelines of access arrangements when awarding and allocating a candidate the use of a word processor in examinations. The term 'word processor' is used to describe for example, the use of a computer, laptop or tablet or any other software which allows for text to by typed rather than written by hand.

The use of a word processer in exams

Stanchester Academy will:

- Provides a word processor with the spelling and grammar check facility/predictive text disabled (switched off), where it is their normal way of working within the academy
- Award the use of a word processor to a candidate where appropriate to their needs. For example, a candidate with:
  - a learning difficulty which has a substantial and long-term adverse effect on their ability to write legibly
  - a medical condition
  - a physical disability
  - a sensory impairment
  - planning and organisational problems when writing by hand
  - poor handwriting
- Only permit the use of a word processor where the integrity of the assessment can be maintained
- Not grant the use of a word processor where it will compromise the assessment objectives of the specification in question
- Consider on a subject-by-subject basis if the candidate will need to use a word processor in each specification
- Process access arrangements/reasonable adjustments at the start of the course, or as soon as practicable having firmly established a picture of need and normal way of working, ensuring arrangements are always approved before an examination or assessment
- Provide the use of word processors to candidates in non-examination assessment components as standard practice unless prohibited by the specification.

Stanchester Academy will not:

- Simply grant the use of a word processor to a candidate because they now want to type rather than write in exams or can work faster on a keyboard, or because they use a laptop at home.

Exceptions

The only exceptions to the above where the use of a word processor would be considered for a candidate would be:

- In the event of a temporary injury or impairment, or a diagnosis of a disability or manifestation of an impairment relating to an existing disability arising after the start of the course
- Where the curriculum is delivered electronically, and the centre provides word processors to all candidates.

Arrangements at the time of the assessment for the use of a word processor

Word processors and their programmes

- Stanchester Academy complies with the JCQ Instructions for Conducting Examinations by ensuring:
- Word processors are used as a typewriter, not as a database, although standard formatting software is acceptable
- Word processors have been cleared of any previously stored data, as must any portable storage device used
- An unauthorised memory stick is not permitted for use by a candidate
- Where required, candidates are provided with a memory stick, which has been cleared of any previously stored data, by a nominated member of centre staff
- Word processors are in good working order at the time of the examination
- Word processors are accommodated in such a way that other candidates are not disturbed and cannot read the screen
- Where a candidate using a word processor is accommodated separately, a separate invigilator is used
- Word processors are either connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium
- Documents are printed after the examination is over
- Candidates are present to verify that the work printed is their own
- Word processed scripts are inserted in/attached to any answer booklet which contains some of the answers (and according to instructions issued by the individual awarding body)
- Word processors are used to produce scripts under secure conditions, and if they are not then the centre is aware that they may be refused by the awarding body
- Word processors are not used to perform skills which are being assessed
- Word processors are not connected to an intranet or any other means of communication
- Candidates are not given access to other applications such as a calculator (where prohibited in the examination), spreadsheets etc when using a word processor
- Graphic packages or computer aided design software is not included on a word processor unless permission has been given to use these
- Predictive text software or an automatic spelling and grammar check is disabled unless the candidate has been permitted a scribe or is using voice recognition technology (the script must have a completed scribe cover sheet included), or the awarding body's specification permits the use of automatic spell checking
- Voice recognition technology is not included on word processors unless the candidate has permission to use a scribe or relevant software
- Word processors are not used on the candidate's behalf by a third party unless the candidate has permission to use a scribe.

Laptops and tablets

Stanchester Academy further complies with ICE 8.8 instructions by ensuring:

- Tablets used during examinations/assessments are designed to run for a long period of time once fully charged and are 'free-standing'
- The battery capacity of all laptops and/or tablets is checked before the candidate's examination(s) with the battery sufficiently charged for the entire duration of the examination
- Candidates with fully charged laptops or tablets are given the opportunity to be seated within the main examination hall without the need for separate invigilation and power points
- Candidates are reminded that their centre number, candidate number and the unit/component code must appear on each page as a header or footer
- Candidates using Notepad or WordPad software (which do not allow for the insertion of a header or footer) are instructed to handwrite their details as a header or footer once they have

finished the examination and printed off their typed script; candidates are also supervised to ensure that they are solely performing this task and not re-reading their answers or amending their work in any way

- Candidates are instructed to appropriately number each page
- Candidates are instructed to use a minimum 12pt font and double spacing
- Invigilators remind candidates to save their work at regular intervals
- Where it is possible 'autosave' is set up on each laptop/tablet
- Candidates are present at the end of the examination when their script is printed off so they can verify that the work printed is their own.

Accommodating word processors in examinations

Candidates using word processors (including laptops or tablets) are internally accommodated in the following manner:

- Using a designated exam room unless they have significant access arrangements in which case they will be accommodated in other rooms and venues.

Invigilation arrangements relating to the use of word processors include the following:

- Log in sheet detailing the username and password
- Invigilators accompany them to print their work at the end of the exam
- The candidate signs their work to verify that it is up their own work
- Where an awarding body requires a cover sheet to be completed this is included with the candidates typed script.

Appendix 2 – Complaints and Appeals

Grounds for complaint

A candidate may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example:
    - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
    - Teacher lacking knowledge of new specification/incorrect core content studied/taught
    - Core content not adequately covered
    - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body were not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, was not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, was not undertaken according to the requirements of the awarding body
- The candidate was not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- The candidate was not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- The candidate was not given sufficient time to review materials to decide whether to request a review of centre assessed marks.

Access arrangements

- The candidate was not assessed by the centre's appointed assessor
- The candidate was not involved in decisions made regarding his/her access arrangements
- The candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed consent form)
- The candidate was not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information was not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- The candidate was entered/entered late (incurring a late entry fee) for a required exam/assessment
- The candidate was entered for a wrong exam/assessment
- The candidate was entered for a wrong tier of entry.

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application.

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's internal appeals procedure)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission.

Complaints and Appeals Procedure

If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification that they are following, Stanchester Academy encourages them to try to resolve this informally in the first instance. If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint. Any formal complaints made should be done so in line with the Academy's Complaints Policy, which is available on the Academy website or by request from Reception.

Complaints and Appeals Form

Date Received:

Reference Number:

☐ Complaint/appeal against the centre's delivery of a qualification, or
☐ Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant	
Candidate name (if different to complainant/appellant)	

Please state the grounds for your complaint/appeal below:
If your complaint is lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say.
Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate. If necessary, continue writing on an additional page. If this form is being completed electronically or overleaf if hard copy being completed .
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s):
Complainant/appellant signature: Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant.

Appendix 3 – Emergency Evacuation of an Examination Procedures

Roles and responsibilities

Head of Centre

- Ensures the emergency evacuation policy for exams is fit for purpose and complies with relevant health and safety regulation.

Senior leader

- Where responsible for the centre-wide emergency evacuation procedure, ensures all staff and appointed fire marshals are aware of the policy and procedures to be followed when an emergency evacuation of an exam room is required.

Special educational needs coordinator (SENDCo)

- Ensures appropriate arrangements are in place for the evacuation of a disabled candidate from an exam room where different procedures or assistance may need to be provided for the candidate
- Ensures the candidate is informed prior to taking their exams of what will happen in the event of an emergency evacuation.

Exams officer

- Ensures invigilators are trained in emergency evacuation procedures and how an incident and actions taken must be recorded
- Ensures candidates are briefed (Candidate exam handbook), prior to exams taking place, on what will happen in the event of an emergency in the exam room
- Provides invigilators with a copy of the emergency evacuation procedures for every exam room
- Provides a standard invigilator announcement for each exam which includes appropriate information for candidates regarding what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room
- Liaises with the SENCo and other relevant staff prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
- Briefs invigilators prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
  Ensures appropriate follow-up is undertaken after an emergency evacuation reporting the incident to the awarding body and the actions taken through the special consideration process.

Invigilators

- By attending training, ensure they understand what to do in the event of an emergency in the exam room
- Follow the actions required in the emergency evacuation procedure issued to them for every exam room
- Ensure that candidates close their answer booklets
- Confirm with the exams officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating.

Other relevant centre staff

- Support the senior leader, SENDCo, exams officer and invigilators in ensuring the safe emergency evacuation of exam rooms.

Before the examination starts:

The invigilator of the examination in reading the instructions to candidates should identify to them the nearest evacuation point to the examination room and assembly point outside. They should also remind candidates that they should leave examination papers and answers within the room and should not remain in silence throughout the evacuation.

In the event of an evacuation the following procedure will be followed:

- The time of the evacuation will be noted by the Senior Invigilator and the start time and length of the examination
- All examination question, answer papers and materials should be left on the candidate's exam desk and NOT removed
- Candidates should be reminded they need to remain in **SILENCE** and are under examination conditions still and under **NO CIRCUMSTANCES** should they talk to one another or use a mobile phone. A breach of regulations could mean disqualification from their examinations
- Candidates should leave their belongings behind exiting by the nearest evacuation point. Candidates must NOT take their mobile phones or other electronic devises with them. This would be a breach of examination board regulations and risk disqualification from the examination
- Registers should be taken out by the invigilator and candidates should assemble at the identified fire point. They should line up in examination paper order e.g. GCSE Biology. Candidates must be isolated from other students and remain in silence
- The examinations officer and a member of SLT should be alerted at the earliest stage to the situation
- If the building is cleared for entry, then examination candidates should be given priority. The examination should be restarted once all the candidates are back and settled into the examination room. The examination should be restarted, and candidates should be given the full time for the length of the examination
- If the building is not cleared for re-entry, then candidates should be kept in silence until the scheduled end of the examination before being dismissed
- The Examinations officer should contact the Awarding Body immediately, when it is safe to do so, for advice and complete relevant forms as appropriate.

Appendix 4 – Emergency Lock-down of an Examination Procedures

If a lockdown is required, for any staff and students inside the exam room the following procedure will be employed:

- Candidates will be instructed to remain silent, hide under exam desks or sit against a wall/around a corner but not near the door
- Where safe/possible an invigilator will communicate (via mobile phone/handheld radio) the situation to the Exams Officer (ensuring that all mobile phones/handheld radios are kept as silent as possible)
- The Exams Officer will collate the information from all exam rooms and where possible forward this to the Headteacher immediately
- Within the exam room invigilators will:
    o Lock all windows and close all curtains/blinds
    o Switch off all lights
    o Lock all doors and/or use tables, or any other furniture, to barricade the entrance to the exam room
    o Take an attendance register/head count if possible
    o If the threat is a chemical or toxic release, instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room.

If a lockdown is required during an exam, the following procedure will be employed:

- Invigilators will tell the candidates to stop writing immediately and turn their papers over
- Invigilators will collect the attendance register and make a note of time when the examination was suspended
- The above procedure for staff and students inside an exam room will apply.

If a lockdown is required as candidates are entering/waiting to enter the exam room, the following procedure will be employed:

- A member of SLT will be present around the exam room and will direct students and staff
- Candidates will be instructed to enter the exam room immediately
- The member of SLT will communicate the situation to the front office/Headteacher
- The above procedure for staff and students inside an exam room will apply.

If a lockdown is required after the exam/as candidates are leaving the exam room, the following procedure will be employed:

- Invigilators will stop dismissing candidates from the exam room and instruct candidates who have left the room to re-enter the exam room
- The above procedure for staff and students inside an exam room will apply.

Ending a lockdown

When the lockdown has ended (signalled through the Academy Lockdown Procedure) invigilators will undertake a head count/register and confirm attendance with the Exams Officer/SLT.

Where applicable and if advised to do so by SLT/ Headteacher, and following JCQ guidelines, if there is sufficient time remaining, candidates may restart their examination

Restarting an examinations

Invigilators will:

- Ask candidates to return to their desks, remind them they are under exam conditions and allow a settling down period
- Recalculate the revised finish time(s) to allow for the full exam time
- Tell the candidates to turn their papers over and re-start their exam
- Amend the revised finish time(s) on display to candidates
- Note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding bodies and where relevant, any centre-wide lockdown recording form/log).

The Exams Officer will:

- Provide a report of the incident for awarding bodies (via the special consideration process or as advised by awarding bodies)
- Safely/securely store all collected exam papers and materials pending awarding body advice/guidance.

SLT/Exams Officer will:

- Negotiate any alternative exam sittings with the awarding bodies as required
- Offer, arrange and provide support services to staff and candidates
- At the earliest opportunity a Senior Leader will prepare a communication to parents/carers advising them of events (including relevant actions and outcomes)
- Where possible, exams staff and candidates will be invited to attend an assembly lead by the head of centre to discuss the lockdown and offer ongoing support
- If this is not possible, communications will be provided via a centre text/email/newsletter and information uploaded to the centre website.

Appendix 5 – Appeals procedure against centre decisions not to support an enquiry about results

This procedure confirms Stanchester Academy compliance with JCQ's General Regulations for Approved Centres, that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer. Candidates are informed of the arrangements for post-results services before they sit any exams and the accessibility of centre staff immediately after the publication of results during the results day. If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested. Enquiries about results (EARs) offers three services.

- Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results. If a concern is raised about a particular examination result, the exams officer, teaching staff and Headteacher will investigate the feasibility of requesting an enquiry supported by the centre. Where the centre does not uphold a request from a candidate, for example, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre, by completing the internal appeals form at least 10 working days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR. Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 5 working days of the notification of the outcome of the EAR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Internal Appeals Form

This form should be completed in all cases to lodge an appeal.
Please tick to indicate what the appeal is against:

☐ **Internally assessed marks**

☐ **The centre decision not to support an enquiry about results**

☐ **The outcome of an enquiry about results**

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

Please state the grounds for your appeal below:

Continue overleaf if necessary

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

Signature: **Date of signature:**

Appeal against the centre decision not to support an enquiry about results
Appellant declaration
By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature: **Date of signature:**

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

Signature: **Date of signature:**

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

Appendix 6 – Retention of Records

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
Access arrangements information	Any hard copy information kept by the Exams Officer (EO) relating to an access arrangement candidate.	To be returned to SENCo as records owner at end of the candidate's final exam series	As per SEN files
Alternative site arrangements	Any hard copy information generated on an alternative site arrangement. Notifications submitted online via CAP.	To be retained until the closure of the affected examination series.	Confidential waste
Attendance registers copies	Any register completed in the examination room, any seating plans and any registers completed during the dispatch of examination scripts.	Keep signed records of the seating plan, the invigilation arrangements, and the centre's copies of the attendance registers for each examination until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later, for awarding reference.	Confidential waste
Awarding body administrative information	Any hard copy publications provided by awarding bodies.	To be retained until the current academic year update is provided.	Recycling
Candidates' scripts	Any unwanted copies of scripts returned to the centre through the Access to Scripts (ATS) service.	To be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts. Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed	Confidential disposal

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
		of in a confidential manner.	
Candidates' work	Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period.	To be logged on return to the centre and immediately returned to subject staff as records owner. To be stored safely and securely along with work that did not form part of the moderation sample (including materials stored electronically) until the end of the examination series.	Returned to candidates or confidential waste
Certificates	Candidate certificates issued by awarding bodies.	Retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue. However, candidates should be informed that some awarding bodies do not offer a replacement certificate service.	Confidential waste
Certificate destruction information	A record of unclaimed certificates that have been destroyed.	A record of certificates that have been destroyed should be retained for four years from their date of destruction.	Confidential waste
Certificate issue information	A record of certificates that have been issued.	A record should be kept of the certificates that are issued and signatures sought from candidates on collection. This should be retained for four years from date of issue.	Confidential waste
Confidential materials: initial point of delivery	Logs recording awarding body confidential exam	Records should be retained for the duration	Confidential waste

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
logs, receipt, secure movement, and secure storage logs	materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room for transferal to the centre's secure storage facility.	of the examination series.	
Conflicts of Interest records	Records demonstrating the management of Conflicts of Interest which may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body.	The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Dispatch logs	Proof of dispatch of exam script packages to awarding body examiners covered by the DfE (Standards & Testing Agency) yellow label service	Records should be retained for the duration of the examination series.	Confidential waste
Entry information	Any hard copy information relating to candidates' entries.	Records should be retained for the duration of the examination series.	Confidential waste
Exam question papers	Question papers for timetabled written exams.	Retained in secure storage until after the published finishing time of the examination and then released for teaching and learning purposes.	Issued to subject staff
Exam room checklists and invigilation arrangements	Checklists confirming exam room conditions and invigilation	Records should be retained for the duration of the examination series.	Confidential waste

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
	arrangements for each exam session.		
Exam room incident logs	Logs recording any incidents or irregularities in exam rooms for each exam session.	The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Finance information	Copy invoices for exams-related fees.	To be returned to Finance department as records owner at the end of the academic year.	As per finance files
Invigilator and facilitator training records	A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Moderator reports	Moderator reports	To be immediately provided to head of department as records owner (where printed from electronic copy).	Confidential waste
Moderation returns logs	Logs recording the return of candidates' work to the centre by the awarding body at the end of the moderation period	Retained until the end of the moderation or until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Overnight supervision information	Any hard copy information relating to overnight supervision arrangements. Reports	Retained and available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other	Confidential waste

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
	submitted online via CAP.	results enquiry has been completed, whichever is later.	
Post-results services: confirmation of candidate consent information	Hard copy or email record of required candidate consent	Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.	Confidential waste
Private candidate information	Any hard copy information relating to private candidates' entries.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Proof of postage – candidates' work	Proof of postage of sample of candidates' work submitted to awarding body moderators.	Must obtain proof of postage/despatch for each packet of scripts, which must be retained on the centre's files until the results are published, in case of loss or damage.	Confidential waste
Resolving timetable clashes information	Any hard copy information relating to the resolution of a candidate's clash of timetabled exam papers	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Results information	Broadsheets of results summarising candidate final grades by subject by exam series.	Records for current year plus previous 6 years to be retained as a minimum.	Confidential waste

Record type	Record(s) description (Where required)	Retention information/period	Action at end of retention period (Method of disposal)
Special consideration information	Any hard copy information relating to a special consideration application which has been submitted to an awarding body for a candidate and signed evidence produced by a senior leader in support of the application.	All applications must be supported by signed evidence produced by a member of the senior leadership team. The centre must retain this evidence until after the publication of results.	Confidential waste
Suspected malpractice reports/outcomes	Any hard copy information relating to a suspected or actual malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste

Appendix 7 – Contingency Planning Overview

Risk	Early warning	Control to prevent	Control to resolve	Key Person
Bad weather	Weather report	• Possible delay to start of exam	• Delayed start • Contact awarding body • Isolation of candidates if late • Hold staggered sessions • Special consideration	• Exams Officer • Headteacher • DHT
Transport problems	Weather/traffic report	• Possible delay to start of exam	• Delayed start • Contact awarding body • Isolation of candidates if late • Hold staggered sessions • Special consideration	• Exams Officer • Headteacher • DHT
Invigilator does not turn up	Phone call	• Invigilator timetables • Signed confirmation of booked dates • Reserve identified	• Reserve invigilators on call • Supply agency on call • Exams Officer to cover if necessary	• Exams Officer • DHT
Fire alarm goes off		• Clear fire evacuation procedure read out to students in exams and displayed	• Ensure invigilators are aware of policy and trained • SLT to assist in maintaining security of exam • Allocate specific area for exams in fire evacuation	• Exams Officer • SLT • Site Team manager
Student taken ill during exam		• Invigilators trained on who first aiders are	• Invigilator aware of policy • First aider on call • Special consideration for students	• Exams Officer • SLT
Students do not turn up for exam		• Student exam timetables clearly communicated • Parent calls for risk students	• Register taken before exam starts • Students contacted • Late arrivals collected in reception • Reserve invigilator used	• Exams Officer • SLT • Front Office
Students turn up who are not entered		• Ensure entry lists are checked, signed, and returned for all qualifications	• Find a paper and seat student • Amend attendance list and make entry	• Exams Officer • SLT

Risk	Early warning	Control to prevent	Control to resolve	Key Person
			• Inform SLT	
Cheating in the room	Invigilator reports problem	• Warning to candidates in advance of exams • Y11 exams evening to inform parents/students	• Invigilator aware of policy • SLT on-call to deal with malpractice issue • Head of Centre informed	• Exams Officer • Headteacher
Disruption in the room	Invigilator reports problem	• Warn candidates • Inform Exams Officer about the problem	• Invigilator aware of policy • SLT on-call to deal with malpractice issues • Head of Centre informed • Parents informed	• Exams Officer • Invigilators • SLT
Late arrivals	Phone call or arrives late	• Candidates receive exam timetable • Parents receive timetable • Timetables shared online • Parent calls for risk students	• Invigilator aware of policy • Complete late arrivals form • Register early and phone call home	• Exams Officer • SLT • Front Office
Exams Officer does not turn up	Phone call	• Regular meetings with Deputy Headteacher • Plans left securely in exams office for following day • Lead Invigilator to take over key tasks	• Seating plans for each day in secure area of exams officer • DHT/Lead Invigilator to take charge • Reserve invigilators	• Exams Officer • DHT/Headteacher
Exam room flooded or unusable	Check room or invigilator reports problem	• Regular premises checks by site team in hour before examinations	• Find alternative accommodation (Academy Sports Hall) • Special consideration	• Exams Officer • Site Team manager • DHT
Exams Officer leaves/long term sick	Notification from Exams Officer	• Regular meeting with Deputy Headteacher	• SLT to have back-up policy	• DHT
Wrong entry made – incorrect paper		• Regular checking of entry sheets, signed and dated	• Contact awarding body for copy of paper if necessary • Provide exam paper, seat, and amend entry	• Exams Officer • Invigilators
Damage to office		• Regular premises checks • Secure locked • Control of keys to office	• Need awarding body handbooks, new equipment, phone line and office space	• Exams Officer • Site Team manager

Risk	Early warning	Control to prevent	Control to resolve	Key Person
		• Key data stored electronically	• Copies of relevant information from Curriculum Leaders	
System failure or power cut		• Key information stored online i.e. SIMS and Office.	• Contact Trust IT • Contact Site Team • Contact awarding body to inform of any late data entries	• Exams Officer • Site Team manager • Trust IT manager
Receiving inaccurate or late entry information		• Entry sheets signed and dated • Regular meetings with SLT	• Recurring problems raised with relevant staff	• Exams Office • DHT
Lead teacher long term sick or leaves	Resignation or sick note	• Curriculum overviews with mapped assessments accessible	• Replacement to be nominated and Exams Officer to be informed • DHT to oversee assessment timeline where applicable	• Exams Officer • DHT
Awarding body communications systems fail	Papers do not arrive, on-line systems incorrect, difficult to contact by telephone	• Check examination papers as they arrive • Contact AB for those not arrived within two weeks of exams	• Identify papers not arrived • Contact Awarding Body	• Exams Officer