



Exam Policy Procedures & Appeals

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1 Administration of exams

1.1 School Responsibility

1. Administer and to conduct all examinations in accordance with the JCQ General Regulations for Approved Centres and with such other instructions as Examination Boards may issue from time to time.

The Head of Centre will act immediately in the event of an emergency or staff absence. 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.

Heads of centre must ensure that senior leadership teams and exam office personnel 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.

Heads 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. (General Regulations, section 1).

2. Appoint an Examinations Manager to act on behalf of the centre for all matters relating to examination administration. The Head of Centre may not appoint themselves as the Examinations Officer. Ensures that the Examinations Manager is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system.

Head of centre ensures that the Examinations Manager has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation.

3. Ensure the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments.
4. Where/if using a third party to deliver any part of a qualification (including its assessments) at the centre:
 - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements.
 - has in place a written agreement with the third party to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service.
 - ensures that a copy of the written agreement is available for inspection if requested by the awarding body.
5. Make arrangement to receive and to issue to staff, as appropriate all circulars, notices, statements, instructions and regulations, syllabuses and support materials mark sheets, information and advice, and any other materials from time to time supplied by Examination Boards.

6. Issue to each candidate entered through the Centre; a statement of the candidate's examination entry; the dates and times of his/her exams; a statement of the candidate's provisional results; the certificates issued by the Examination Board. Notice to candidate which relate to the GCSE/GCE examinations, and to bring to the attention of the candidates, including any private or transferred candidate accepted by the centre any other instructions or advice to candidates supplied and relevant to the candidate's examinations.
7. Submit to Examination Boards, in accordance with the instructions given, when the information is requested, registrations for modular and unitary schemes, details of the Centre's provisional and actual entries, marks for internal-assessed components, forecast grades, withdrawals and any other information that Boards may reasonably require in relation to the examinations.
8. Make arrangements to receive and to keep examination material secure at all times; maintain the security of question papers including electronic materials from their receipt to the time when they are no longer confidential and keep scripts secure from the time they are collected from the candidates to their dispatch to the Boards Examiners.
9. Ensure that candidate's coursework is produced and where appropriate, marked internally moderated and dispatched accordingly to the instructions issued by the Examination Board.
10. Ensure the identity of examiner/moderators remains confidential to the school and is not disclosed to candidates or third party.
11. Make any applications for special arrangements and special consideration in accordance with the regulations and guidance.
12. Submit and process any result enquiry and appeal in accordance with the appropriate regulations.
13. Submit any applications for changes to timetable or examination venue in accordance with the regulations.
14. Ensure that all candidates in each examination, including private and transferred candidates are identified.
15. Report any cyber-attack which compromises any aspect of assessment delivery, suspected or alleged case of dishonesty or malpractice by a candidate or of malpractice or maladministration by a member of staff discovered by the school, to assist any investigation by the Boards into suspected malpractice and provide such information and advice as the Boards may reasonably require, please see section 1.3 Examination Procedures for further information.
16. Facilitate any inspection of the school by JCQ Centre Inspection Service, an awarding body or a regulatory authority.
 - Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties.

- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications.
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel.

17. Ensure the relevant awarding bodies are informed before the published deadline for entries for each examination series of any 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.

Maintain 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 centre 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.

18. 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.

19. Remit examination fees in the manner and the time specified by the Boards.

20. Retain all unclaimed certificate under secure conditions for one year from the date of issue and after this date certificates will be destroyed.

21. Will have an Exams Contingency Plan in place which will be reviewed annually and held in the Exams Office.

1.2 Examination Entry

1. The school will endeavour to ensure that all courses in Key Stage 4 and Key Stage 5 lead to appropriate examinations e.g. GCSE, GCE A Levels, T Levels, BTEC etc. We will also register students on courses at the start of their vocational courses in the October of Year 10 and Year 12.
2. When enrolling students on courses, especially at Key Stage 5, staff will use all available assessment information, internal and external to ensure that all students are enrolled on appropriate courses.

3. The centre will ensure appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries, internally assessed marks.
4. Throughout the course staff at the school will undertake continual review and assessment of individual student progress. If a student is not achieving at the appropriate standard, parents will be informed at the earliest opportunity. This will either be at a parent's evening or by using the appropriate standard letter.
5. All pupils will be encouraged to enter appropriate and relevant examinations at the highest possible level/tier.
6. It is expected that all students completing a course will be entered for the final assessment. Before taking the unusual step of not entering a student the school's internal assessment procedure should have provided early warning and parents must have been informed, in writing, at the earliest possible stage that the non-entry was under consideration.

1.3 Examinations Procedures

1. Examination procedure, as stated in the Examination Board Handbooks will be followed.
2. The Examinations Manager is responsible for the allocation of exam rooms ensuring the best possible examination environment and the least possible disruption to the school day.
3. External, trained invigilators will be used for all exams.
4. All candidates will remain in the examination room until the end of the exam.
5. The Head of Faculty or their representative can be present outside the examination room at the start to deal with any subject related problems.
6. Absentees will be contacted by telephone shortly after the commencement of the exam. Late arrival up to 60 minutes from the exam boards official start time (i.e. 9.00am or 1.30pm) is permitted, or longer in unavoidable circumstances, at the Examination Manager's discretion and permission from the board.
7. Candidates who have confirmed their entry to an exam and are absent on the day of the exam will be liable for the full entry fee.
8. Examination re-sits will be paid for by all candidates at GCE level.
9. Examinations policy is decided by the Leadership Team with reference to the guidance and regulations supplied by the JCQ and the Awarding Bodies. The Examinations Manager is responsible to the Head of Centre for the day-to-day administration of the examinations system.

10. At the time of the exams, candidates must be aware of the JCQ 'Warning to Candidates', a copy of which is posted outside each examination room.
11. During examinations candidates must follow any instructions given to them by the Examinations Manager or any Invigilator present.
12. The school undertakes to run the examinations system in accordance with the published JCQ guidance, given in the Instructions for the Conduct of Examinations (ICE) document, and others.

1.3.1 Mobile Phones in the Examinations room

The possession of a mobile phone in an examination room, whether switched on or not, is an offence under JCQ regulations. School policy is that mobile phones must not be brought into the examination room. Failure to observe this regulation will result in the loss of all results for the exam.

1.3.2 Malpractice/Maladministration – Student and or Staff

Any established, suspected or alleged case of malpractice or maladministration will be notified to the awarding body at the earliest opportunity. This relates to Student or Staff in the centre. A thorough investigation will then be conducted in accordance with the JCQ publication: Suspected Malpractice in Examinations and Assessments: Policies and Procedures.

All subject teachers will refer to the awarding body's specification and/or associated documentation to determine if candidates have restricted/unrestricted access to resources including the internet and AI when planning and researching their tasks. They will also refer to the JCQ document AI Use in Assessments: Protecting the Integrity of Qualifications (<http://www.jcq.org.uk/exams-office/malpractice>) as well as the awarding body's specification and/or associated documentation published by the awarding bodies and the regulator. By referencing this document, makes candidates aware of the appropriate and inappropriate use of AI, the risks of using AI, and the possible consequences of using AI inappropriately in a qualification assessment.

Notes

All candidates should note that the Awarding Bodies are often unable to process appeals and queries relating to the examinations process, timetabling, internal assessment or complaints from students or parents. All queries of this type must be raised in the first instance with the school's Examination Manager. Should a complaint relating to the administration of some part of the exams process be made against the Examinations Manager, this must first be notified to the Assistant Head (Assessments).

1.3.3 Emergency Evacuation

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.

As each incident may be different, advice will be sought from the relevant awarding body as soon as it is safe to do so, particularly where the centre is concerned about the security of the examination(s). (ICE 25.6)

Where candidates are unable to return to the building to complete the examination, the relevant awarding body will be contacted immediately for advice.

Head of centre

- Ensures the emergency evacuation procedure for exams is fit for purpose and complies with relevant health and safety regulation
- Ensures any instructions from relevant local or national agencies are referenced and followed where applicable
- Ensures any breach of question paper security or malpractice is reported to the awarding body **immediately** (ICE 25.5)

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

Additional learning support (ALS) lead/Special educational needs coordinator (SENCo)

- Ensures appropriate arrangements are in place for the emergency 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 during the startup, 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 procedure for every exam room
- Provides a standard invigilator announcement for each exam room which includes appropriate instructions for candidates about emergency procedures and what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room
- Liaises with the ALS lead/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
- Ensures a full report of the incident is produced and retained on file if required by an awarding body (ICE 25.4)
- Ensures an online application for special consideration is submitted to the relevant awarding body where candidates have been disadvantaged (ICE 25.7)

Invisilators

- By attending training and/or update sessions, 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
- Confirm with the exams officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating
- Record details on the exam room incident log to support follow-up reporting to the awarding body by the exams officer (see below)

Other relevant centre staff

- Support the senior leader, ALS lead/SENCo, exams officer and invigilators in ensuring the safe emergency evacuation of exam rooms

Recording details

As soon as practically possible and safe to do so, details should be recorded. Details must include:

- the actual time of the start of the interruption
- the actions taken
- the actual time the exam(s) resumed
- the actual finishing time(s) of the resumed exam(s)

Further details could include:

- report on candidate behaviour throughout the interruption/evacuation
- a judgement on the impact on candidates after the interruption/evacuation

1.4 Access Arrangements & Reasonable Adjustments

1. Ferndown Upper School will ensure that it adheres to the JCQ guidelines and regulations for access arrangements and reasonable adjustments to exams and assessments. These can be found in detail in this document: "General Regulations for Approved Centres" – Access Arrangements & Reasonable Adjustments.
2. The centre's 'Exam Access Arrangement' and 'Word Processor (Exams)' policies can be found on the school's main website under 'Exams'.

2 Examination Assessment

School policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding. In all cases, the final awarding decisions are taken by the Awarding Bodies; AQA; OCR; Edexcel, WJEC, CCEA and others.

This section covers the school's policy with the Awarding Bodies, the Joint Council for Qualifications (JCQ), internal faculties, officers of the school and any other parties involved in awarding matters.

2.1 Internally Assessed Coursework/Controlled Assessment Procedures

1. Coursework/controlled assessment is defined as any piece of written, practical or oral work which is marked by the school or external moderator and which contributes to the GCSE, AS, A Level or T Level grade.
2. Irregularities in work discovered prior to the student signing a declaration of authentication will not be reported to the Awarding Body but dealt with as an internal disciplinary matter. The work will not gain any credit.
3. An irregularity in work discovered after the signing of the authentication by the students will be reported to the Awarding Body, which may lead to disqualification from the subject.
4. Students must read and understand fully the Notice to Candidates from the JCQ about Coursework and Controlled Assessment regulations.
5. All students are given the same and sufficient time to complete the work.
6. Coursework must be handed in by the agreed published departmental deadline, which is earlier than the final deadline for the Awarding Body. This is to enable work to be marked and standardised and allow sufficient time for appeals if necessary.
7. Students will be given clear instructions by the department as to the time and place for handing in the work.
8. Coursework must be handed in by the students and not given to another student in the school to hand in.
9. If the student is absent on the deadline day a parent/friend may bring the work to School to be handed in to meet the deadline. If it is impossible to deliver the work to School, you must contact the school by phone on the day to give an explanation.
10. If coursework has not been completed by the deadline, the incomplete work must be handed in by the deadline to receive a mark. There will be no further opportunity to complete this work for an improved mark.

11. Normally there will be no extension of a coursework deadline if you are absent for a few days during the period that the work had to be completed.
12. If there are any special circumstances, e.g. extended absence covered by medical note, there is a possibility of an extension but this must be negotiated with the School. A note will be given to the HoD to confirm the extension and parents will be informed if necessary.
13. Under the Joint Council Code of Practice, the Awarding Bodies require centre offering examinations to:
 - Have a published Appeals Procedure relating to internal assessment decisions;
 - Make this document available and accessible to candidates.
14. Once the assessment has been marked the candidate will be informed of their centre assessed marks. This will be at least 1 week prior to the awarding body's final deadline.
15. The Awarding Body will moderate the assessed work and the final mark awarded is that of the Awarding Body. This mark is outside the control of the school and is not covered by this procedure.
16. Candidates must be aware of the regulations regarding the submission of coursework/controlled assessments, particularly those relating to the proper acknowledgement of sources. Failure to do so can result in the Awarding Bodies or the JCQ setting penalties which can include official reprimands, loss of examination marks or in the extreme cases the loss of all examination results and banning from future examinations.

The School will ensure that:

- work submitted by the candidate for assessment has been authenticated as original work according to the guidance by the JCQ;
- at the beginning of the course, candidates are given written guidance about the Awarding Bodies regulations on the production of coursework and controlled assessments and the school's deadlines for submission. Information about the college's appeal procedure, together with this document will be given at the same time;
- within each Faculty, candidates are given adequate and appropriate time to produce the Coursework;
- internal assessments are conducted by staff who have an appropriate level of knowledge, understanding and skill;
- the consistency of the internal assessment is secured through the faculty mark scheme or marking criteria and internal standardisation, as necessary;
- the staff responsible for internal standardisation of a subject will attend any training sessions given by the relevant Awarding Body.

3 Appeals

3.1 Internal Appeals procedures - centre assessment marks

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking; then he/she should refer to the centre's 'Complaints Policy (Exams)', to request a review of the centre's marking before marks are submitted to the awarding body. This can be found on the school's main website under 'Exams'.

3.2 Appeals Procedure - external qualifications

Any student who is unhappy with a mark awarded from an awarding body upon issue of results should follow the following procedure:

Procedure

1. Contact subject teacher as soon as possible (but no later than 3 days before the published deadline for Enquiries about Results) in person to discuss the mark, raise concerns and discuss the best way forward. The Exams Manager will advise on what the options are available to query the mark and the costs involved. Students should be aware that Enquiries about Result (EARS) can result in marks being raised, confirmed or lowered. Students should sign a consent form to confirm that they understand the consequences of an enquiry.
2. Subject teacher to review marks and discuss with HOD to agree the way forward taking into account the breakdown of marks and grade boundaries and the students predicted grades. If the department agrees to support the enquiry, please follow (a) below: if not the subject teacher should advise the students as per (b) below.
 - (a) If the subject team agrees that the school supports an enquiry, the request together with the student's consent form should be made to the Examinations Manager *before the published deadline for EARS*. The cost of the enquiry will be taken from the examinations budget. If the enquiry is successful, the fee will be refunded.
 - (b) If the school does not support the enquiry, the student may still proceed in some cases (please contact the Examinations Manager to check) with the enquiry but all costs involved need to be paid by the students at the time the enquiry is made. No enquiry will be made unless the fees are paid. Requests should be made in person to the Exams Manager *before the published deadline for EARS*. If the enquiry is successful the fee will be refunded to the student.

A student may appeal against a decision not to support an EAR/Appeals. The appeal should be made in writing to the Examinations Manager no later than *7 working days before the published deadline for EARS*. The appeal should state the full details of the complaint and the reasons for the appeal. The appeal should be signed and dated, and include a daytime contact telephone number of the student. This information will be reviewed by the Headmaster or another member of the School's Leadership team if the Head of Centre is unavailable. The outcome of

the appeal will be communicated by telephone where possible or First-Class post within 24 hours of receipt. This decision will be final.

3. Outcomes following EARs will be made in writing by the Examinations Manager to the student as soon as they have been received from the Exam Board.

Notes

- After work has been assessed internally it is moderated by the awarding body to ensure consistency between centres. Such moderation may change the marks awarded internally but is beyond the control of the school.
- Appeals against the marking of externally-assessed examination components are dealt with after the publication of results according to procedures published by the awarding bodies.
- More information about the awarding bodies' procedure may be obtained from the school's Examination Officer.
- Further copies of this document may be obtained on request from the Deputy Head or Examination Manager or on the school's website.

Review of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments and Project qualifications)

To be handed to the student at least two weeks prior to submitting marks to the exam boards:

Ferndown Upper School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

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

1. Ferndown Upper School will ensure that candidates are informed of their centre assessed marks two weeks before the Exam Board deadline, so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Ferndown Upper School will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Ferndown Upper School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Ferndown Upper School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Ferndown Upper School will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing.
6. Ferndown Upper School will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. Ferndown Upper School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. Ferndown Upper School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Ferndown Upper School will inform the candidate in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Internal Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre’s decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre’s decision relating to access arrangements or special consideration
- Appeal against the centre’s decision relating to an administrative issue

*Where the nature of the appeal does not relate directly to an awarding body’s specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre’s marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

Appeals log

On receipt, all appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.]

The outcome of any review of the centre’s marking will be made known to the head of centre. A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Appellant name	Outcome	Outcome date