Exams policy

2018/19

This policy is reviewed annually to ensure compliance with current regulations

| Approved/reviewed by

Maricarmen Perez (Exams Officer)

Marwan Mikdadi (Executive Principal)

Martin Meenagh (Principal)	
Date of next review	August 2019

Key staff involved in the exams policy

Role	Name(s)
Head of centre	**Martin Meenagh**
Exams officer line manager (Senior Leader)	**Martin Meenagh**
Exams officer	**Maricarmen Perez**
SENCo	**Dershna Patel (maternity leave)/Jake Connor**
SLT member(s)	**Martin Meenagh**
	Marwan Mikdadi
	Dershna Patel (maternity leave)

Key staff involved in the exams policy

Contents

Purpose of the policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- ▶ all aspects of the centre's exam process is documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- ▶ the workforce is well informed and supported
- ▶ all centre staff involved in the exams process clearly understand their roles and responsibilities
- ▶ all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- ▶ exam candidates understand the exams process and what is expected of them

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff, by way of a staff meeting, which will allow for updates in any procedures to be brought to their attention. Staff will be provided with a hard copy, as a point of reference. A copy of this policy is also available on the College's website and will be referred to in any briefing pupils are given at the beginning of the year and prior to their examinations

Roles and responsibilities overview

"The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.

The examinations officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles."   [GR 2]

Head of centre

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  [General regulations for approved centres](#) (GR)
  [Instructions for conducting examinations](#) (ICE)
  [Access Arrangements and Reasonable Adjustments](#) (AA)
  [Suspected Malpractice in Examinations and Assessments](#) (SMEA)
  [Instructions for conducting non-examination assessments](#) (NEA) (and the instructions for conducting coursework)

- ▶ Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments

- ▶ Takes responsibility for responding to the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR [ocr.org.uk/administration/stage-1-preparation/ncn-annual-update/](#)) by the end of October each year confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre's declaration which is then kept on file for inspection purposes

Head of centre declaration

Location of the 2018/19 declaration: The Head of Centre's declaration, which confirms that he is aware of and adhering to the latest version of the JCQ's regulations, is kept in the Exams Officer's filing cabinet and is available for inspection.

- ▶ Ensures the exams officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
- ▶ Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- ▶ Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ▶ Ensures *"that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for*

the examination, is not an invigilator during the timetabled written examination or on-screen test…"   [ICE 12]

- Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
- the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials: The exams office.
- appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
- access to the secure room and secure storage facility is restricted to the authorised 2-4 keyholders
- the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff

▶ Takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place

▶ Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately

▶ Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the head of centre to act immediately in the event of an emergency or staff absence)

Exam contingency plan

▶ Should the exam's officer be unavailable then one of her deputies will ensure the normal and uninterrupted running of examinations.

▶ There is always timetabled invigilator on standby should an invigilator fail to attend their timetabled invigilation. Should additional support be required, members of staff/SMT can be called upon to provide necessary support.

▶ Should CIC become unavailable for examinations, for whatever reason, then the provision of examinations will be uninterrupted through the use of our sister School's examination provision either at Kensington Park School Bayswater or KPS Queen's Gate. Exam papers and other materials will be taken by at least two members of staff from CIC to KPS in a taxi.

In such instances where the centre is unable to host examinations, the exam's officer will inform JCQ and the exam boards of the change of venue and circumstances and the expected length of the interruption.

► Should the situation result in the exam's officer or one of her deputies being unable to access the exam's office and therefore retrieve the exam papers, the exam's officer will immediately inform JCQ and the exam boards.

Internal appeals procedures

► Ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

CIC has an internal appeals process, which can be found contained within the Non-Examination Assessment Policy, which can be found on the College website.

► Ensures the centre's disability policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements

Access arrangement can the College's wider SEND policy and Equal Opportunities policy can be located on the College's website.

► Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers

Complaints and appeals procedure

► Complaints about the administration of the exams can be addressed to the Head of Centre, as per the College's complaints policy, which can be found on the College's website.

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

Child protection/safeguarding policy

> The College's Safeguarding Policy can be found on the College website
>
> *"It is the responsibility of the head of centre to ensure that his/her centre… has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements…"* [GR 5.3]

► Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations

Data protection policy

The College has a [Privacy Policy](#), which complies with the General Data Protection Regulations and the Data Protection Act 2018, which can be found on the College's website. It is communicated to all pupils and parents upon enrolment.

Legislation on sharing information
Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13.

This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

However other legislation and guidance may need to be taken into account regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:
- ▶ Understanding and dealing with issues relating to parental responsibility www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility
- ▶ School reports on pupil performance www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers

Publication of exam results
Refer to ICO (Information Commissioner's Office) [Education and Families](#) information and the document [Publishing exam results](#).

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

Access arrangements policy

▶ The College's [SEND policy](#) covers the arrangements that are undertaken with regards to access arrangements. This policy can be found on the College's website.

▶ Ensures staff are only entered for qualifications through the centre as a last resort where the member of centre staff is unable to find another centre

Ensures the relevant awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a relevant member of centre staff has a personal connection to the candidate

Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials.

"It is the responsibility of the head of centre to ensure that his/her centre…informs the awarding bodies, before the published deadline for entries, of any members of centre staff who are either sitting examinations and assessments, or teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or household for examinations and assessments, or where members of their family will be sitting examinations and assessments;

Awarding bodies must be informed where members of the family (which includes stepfamily, foster-family and similar close relationships) or household of exams office staff are being entered for examinations and assessments; whether by the centre itself or a different centre.

Note: Heads of centre must note that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre.

The head of centre is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials.

The head of centre must ensure that during the examination series the member of centre staff is treated as per any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.

Note: If a candidate is entered for an awarding body's examinations at a centre where a relative is employed, the head of centre must ensure that during the examination series the candidate's relative does not have unaccompanied access to examination materials. For example, question papers, pre-release materials and answer scripts.

If the relative in question is the centre's examinations officer, then appropriate arrangements must be made to ensure that another person is present for all of the administrative arrangements relating to the candidate's examinations. (For example, any application for special consideration must be authorised by a member of centre staff other than the candidate's relative.)"   [GR 5.3]

▶ Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites 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 or JCQ personnel

Exams officer

▶ Understands the contents of annually updated JCQ publications including:
General regulations for approved centres
Instructions for conducting examinations
Suspected Malpractice in Examinations and Assessments
Post-results services (PRS)

▶ Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines

▶ Ensures key tasks are undertaken and key dates and deadlines met

▶ Recruits, trains and deploys a team of internal invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period

▶ Supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of centre staff before the published deadline for entries

▶ Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

Senior leaders (SLT)

▶ Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
General regulations for approved centres
Instructions for conducting examinations
Access Arrangements and Reasonable Adjustments
Suspected Malpractice in Examinations and Assessments
Instructions for conducting non-examination assessments
College Non-Examination Assessment policy

Special educational needs co-ordinator (SENCo)

▶ Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:

Access Arrangements and Reasonable Adjustments

▶ Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')

▶ If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed

▶ Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Head of department (HoD)

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

Teaching staff

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

Invigilators

▶ Attend training, update, briefing and review sessions as required
▶ Provide information as requested on their availability to invigilate
▶ Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Reception staff

▶ Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site staff

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

Candidates

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

The exam cycle

The exams management and administration process that needs to be undertaken for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

▶ planning
▶ entries
▶ pre-exams

▶ exam time

▶ results and post-results

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

Planning: roles and responsibilities

<u>**Information sharing**</u>

Head of centre

▶ Directs relevant centre staff to annually updated JCQ publications including <u>GR</u>, <u>ICE</u>, <u>AA</u>, <u>SMEA</u> and <u>NEA</u> (and the instructions for conducting coursework)

Exams officer

▶ Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated

▶ Signposts relevant centre staff to JCQ information that should be provided to candidates

▶ As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

<u>**Information gathering**</u>

Exams officer

▶ Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct – September

▶ Collates all information gathered into one central point of reference – November/December

▶ Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications - October

▶ Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines – January/February

▶ Collects information on internal exams to enable preparation for and conduct of mocks to be sat after the February half-term – December/January

Head of department

▶ Responds (or ensures teaching staff respond) to requests from the EO on information gathering

▶ Meets the internal deadline for the return of information

▶ Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body

▶ Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

Access arrangements

Head of centre

▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments

▶ Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments

▶ Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

SENCo

▶ Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements

▶ Gathers **evidence** to support the need for access arrangements for a candidate

▶ Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate

▶ Determines candidate eligibility for arrangements or adjustments that are centre-delegated

▶ Gathers signed **data protection notices** from candidates where required

▶ Applies for **approval** through *Access arrangements online* (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO

▶ Keeps relevant paperwork and evidence on file for JCQ inspection purposes

▶ Employs good practice in relation to the Equality Act 2010

▶ Liaises with the EO regarding exam time arrangements for access arrangement candidates

▶ Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period

▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy (exams)

▶ The College's SEND Policy, available on the College's website, details in Appendix one the criteria and procedure to be followed before granting a pupil the opportunity to use a word processor in an examination.

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

Separate invigilation within the centre

In the case of a request for separate invigilation, the candidate's difficulties are established within the centre by the SENCo and a senior member of staff with pastoral responsibilities.

Members of staff who observe pupils experiencing difficulties in sitting examinations during the mock period or in-class tests are requested to discuss these with the SENCo in order for a decision to be made as to whether the candidate could benefit from separate invigilation. This allows the SENCo and class teachers to implement such a strategy in advance of the external exam season and therefore allow for this to become established as the normal way of working for the candidate.

Separate invigilation reflects the candidate's normal way of working in internal school tests and mock examinations as a consequence of a long-term medical condition or long-term social, mental or emotional needs.

Requests that fall outside these parameters, for example requests for separate invigilation in the weeks prior to the examination season and therefore cannot reflect a candidate's normal way of working, will only be granted in exceptional circumstances, normally when backed by a request from a medical professional.

Senior Leaders, Head of department, Teaching staff
► Support the SENCo in determining and implementing appropriate access arrangements
► Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations. This can be found in the College's SEND policy, which can be seen on the College's website.

Internal assessment and endorsements

Head of centre
► Provides fully qualified teachers to mark non-examination assessments
► Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
► Ensures a non-examination assessment policy is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)

▶ Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement as per the College's Non-Examination Assessment Policy.

Senior leaders

▶ Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)

▶ Ensure appropriate internal moderation, standardisation and verification processes are in place

Head of department

▶ Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications (which include elements of coursework) and Entry Level or Project qualifications follow JCQ Instructions for conducting coursework and the specification provided by the awarding body

▶ Ensures teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body

▶ For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body

▶ Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

▶ Ensure appropriate instructions for conducting internal assessment are followed

▶ Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (non-examination assessments, social media) prior to assessments taking place. All candidates are provided with an electronic copy of the non-examination assessment policy, which is also available on the College website.

▶ Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body. All departments must provide pupils with the centre assessed marks by 26th April 2019, except for Art which will provide this by 16th May 2019

Exams officer

▶ Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

▶ Signposts teaching staff to relevant JCQ *information for candidates* documents that are annually updated

Invigilation

Head of centre

▶ Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators

▶ Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible

▶ Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

Exams officer

▶ Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year

▶ Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them

▶ Provides a training event for new invigilators on the instructions for conducting exams and an annual update event for the existing invigilation team so that they are aware of any changes.

▶ Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)

▶ Ensures invigilators are briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible

▶ Collects evaluation of training to inform future events

Entries: roles and responsibilities

Estimated entries

Exams officer

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

Estimated entries collection and submission procedure

Exams Officer emails all teachers to request estimated entries in September and send them to awarding bodies by uploading them on their websites.

- ▶ Makes candidates aware of the JCQ Information for candidates – Privacy Notice at the start of a vocational qualification or when entries are being processed for a general qualification

Head of department

- ▶ Provides information requested by the EO to the internal deadline
- ▶ Informs the EO immediately of any subsequent changes to information

Final entries

Exams officer

- ▶ Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- ▶ Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- ▶ Confirms with HoDs final entry information that has been submitted to awarding bodies
- ▶ Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

Final entries collection and submission procedure by EO

Prepare marksheets on SIMS for the teachers to fill in.

Print exam entries by class groups and ask teachers to check them.

Provide candidates with statements of entry for checking who confirm entry information is correct or notify the EO of any discrepancies.

Submit entries to awarding bodies using MIS, before 21st Feb.

Head of department

- ▶ Provides information requested by the EO to the internal deadline
- ▶ Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
  - changes to candidate personal details
  - amendments to existing entries
  - withdrawals of existing entries
- ▶ Checks final entry submission information provided by the EO and confirms information is correct

Entry fees

Candidates are charged by the finance team a flat fee, which is an average of the fees that the College incurs for entries. This is billed for in the Summer invoice, which is sent out at the end of the preceding term.

Late entries

Exams officer

- ▶ Has clear entry procedures in place to minimise the risk of late entries
- ▶ Charges any late or other penalty fees to departmental budgets

Head of department

- ▶ Minimises the risk of late entries by
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

Re-sit entries

In the few occasions where there are re-sits by current pupils, these are charged for and treated in the same way as normal entries.

Private candidates

The centre does not make provision for private candidates.

Transfer of GCE AS credit

A number of pupils will be completing legacy AS level papers in 2019.

Exams officer

- ▶ Provides information to relevant centre staff/candidates on transferring credit for a GCE AS award between specifications and/or awarding bodies
- ▶ Meets the awarding body deadline for requesting transfer of credit

Teaching staff

- ▶ Identify any affected candidates to the EO prior to the internal deadline set by the EO

Pre-exams: roles and responsibilities

Access arrangements

SENCo

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

▶ Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her

▶ Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it

▶ Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)

▶ Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

Briefing candidates

Exams officer

▶ Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or local disruption to exams (students should be available until 26th June 2019)

▶ Prior to exams issues relevant "JCQ information for candidates" documents

▶ Where relevant, issues relevant awarding body information to candidates

▶ Issues centre exam information to candidates including information on:
  • exam timetable clashes
  • arriving late for an exam
  • absence or illness during exams
  • what equipment is/is not provided by the centre
  • food and drink in exam rooms
  • wrist watches in exam rooms
  • when and how results will be issued and the staff that will be available
  • the post-results services and how the centre deals with requests from candidates
  • when and how certificates will be issued

Dispatch of exam scripts

Exams officer

▶ Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

Estimated grades

Head of department

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

Exams officer

▶ Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body)

▶ Keeps a record to track what has been sent

Internal assessment and endorsements

Head of centre

▶ Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking

SENCo

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

Teaching staff

▶ Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

▶ Assess and authenticate candidates' work

▶ Assess endorsed components

▶ Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

Head of department

▶ Ensures teaching staff assess and authenticate candidates' work to the awarding body requirements

▶ Ensures teaching staff assess endorsed components according to awarding body requirements

▶ Ensures teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline

▶ Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

Exams officer

▶ Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline

▶ Keeps a record to track what has been sent

▶ Logs moderated samples returned to the centre

▶ Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

Candidates

▶ Authenticate their work as required by the awarding body

Invigilation

Exams officer

▶ Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually at a staff meeting

▶ Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)

▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios

▶ Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

SENCo

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

Invigilators

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

JCQ inspection visit

Exams officer or **Senior leader**

▶ Will accompany the Inspector throughout the visit

SENCo or relevant **Senior leader** (in the absence of the SENCo)

▶ Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions, the inspector may raise

Seating and identifying candidates in exam rooms

Exams officer

▶ Ensures a procedure is in place to verify candidate identity including private candidates

- In order to verify candidates' identity, it is a requirement that they bring their College identification and failing that their passport. This must be prominently displayed during the examination and available for inspection at any time by the EO or one of her invigilators.

▶ Ensures invigilators are aware of the procedure

▶ Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan)

Invigilators

▶ Follow the procedure for verifying candidate identity provided by the EO

▶ Seat candidates in exam rooms as instructed by the EO/on the seating plan

Security of exam materials

Exams officer

▶ Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre

▶ Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be placed in the secure storage facility

▶ Ensures the secure storage facility contains only current and live confidential material (including live confidential exam stationery provided by the awarding body for the use of candidates in their assessment)

Reception staff

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

Teaching staff

▶ Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

Timetabling and rooming

Exams officer

▶ Produces a master centre exam timetable for each exam series

- ▶ Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort)
- ▶ Identifies exam rooms and specialist equipment requirements
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- ▶ Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- ▶ Liaises with the SENCo regarding rooming of access arrangement candidates

SENCo

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

Site staff

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

Alternative site arrangements

Exams officer

- ▶ Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- ▶ Will inform the JCQ Centre Inspection Service by submitting a JCQ *Alternative Site arrangement* notification through CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Centre consortium arrangements

Exams officer

- ▶ Processes applications for *Centre Consortium arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

Head of department

- ▶ Informs the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

Transferred candidate arrangements

Exams officer

▶ Liaises with the host or entering centre, as required

▶ Processes requests for *Transferred Candidate arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

▶ Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

Internal exams

Exams officer

▶ Prepares for the conduct of internal exams under external conditions

▶ Provides a centre exam timetable of subjects and rooms

▶ Provides seating plans for exam rooms

▶ Requests internal exam papers from teaching staff

▶ Arranges invigilation

SENCo

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

Teaching staff

▶ Provide exam papers and materials to the EO

▶ Support the SENCo in making appropriate arrangements for access arrangement candidates

Exam time: roles and responsibilities

Access arrangements

Exams officer

▶ Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements

▶ Has a process in place to deal with emergency access arrangements as they arise at the time of exams

- applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

Candidate absence policy

Candidates are called in at the start of the examination. Any absence is immediately checked by the invigilator and the exams officer who will immediately call all numbers held on the MIS, starting with the candidate's phone number first, and will communicate to the attendance officer to check if there are any reported absences or ask for help calling the absent students if needed.

Late running candidates will be dealt with as per Candidate late arrival protocol below

Invigilators

▶ Are informed of the policy/process for dealing with absent candidates through training

▶ Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidates

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

Candidate behaviour
See *Irregularities* below.

Candidate belongings
See U*nauthorised materials* below.

Candidate late arrival

Exams officer

▶ Ensures that candidates who arrive very late for an exam are reported to the awarding body through CAP to timescale

▶ Warns candidates that their work may not be accepted by the awarding body

Invigilators

▶ Are informed of the policy/process for dealing with late/very late arrival candidates through training

▶ Ensure that relevant information is recorded on the exam room incident log

Candidate late arrival policy

▶ Late/Very Late arrival: A candidate who arrives up to 1 hour late after the start of the examination would be allowed to sit the exam for the full duration. However, if there is a repeat pattern of lateness, a student who arrives late will be allowed to sit the exam but will not be given the full time for the examination. Any concerns about the candidate's repeated lateness will be reported to the appropriate exam board and JCQ.

- ▶ Candidates arriving after more than 1 hour has elapsed will not normally be allowed to sit the examination.
- ▶ The Exams Officer is responsible for ensuring the policy is followed. Any student who arrives late will be accompanied to the examination room by the Exams Officer, who will explain the regulations before coming in to the exam room.
- ▶ The Exams Officer will make necessary arrangements for invigilators to supervise any late arriving candidates.

Conducting exams

Head of centre

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

Exams officer

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

Dispatch of exam scripts

Exams officer

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

Exam papers and materials

Exams officer

- ▶ Organises exam question papers and associated confidential resources in date order in the secure storage facility
- ▶ Attaches erratum notices received to relevant exam question paper packets
- ▶ Collates attendance registers and examiner details in date order
- ▶ Regularly checks mail or email inbox for updates from awarding bodies
- ▶ In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened
- ▶ Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

Exam rooms

Head of centre

- ▶ Ensures that on the day of the exam, relevant internal tests, mock exams, revision or coaching sessions for the exam candidates will not be held in the designated exam room(s)
- ▶ Ensures only authorised centre staff are present in exam rooms
- ▶ Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Food and drink in exam rooms

- ▶ Only transparent bottles of water, free from labels, will be allowed in the examination room. Candidates will be reminded that such bottles must be free of labels. Where these are found to have labels, candidates will be asked to remove these before the commencement of the examination.

Exams officer

- ▶ Ensures exam rooms are set up and conducted as required in the regulations
- ▶ Provides invigilators with appropriate resources to effectively conduct exams
- ▶ Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- ▶ Ensures sole invigilators have an appropriate means of summoning assistance
- ▶ Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- ▶ Provides authorised exam materials which candidates are not expected to provide themselves
- ▶ Ensures invigilators and candidates are aware of the emergency evacuation procedure
- ▶ Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Senior leaders

- ▶ Ensure a documented emergency evacuation procedure for exam rooms is in place
- ▶ Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

Emergency evacuation policy

- ▶ The College has an [emergency planning policy](#), which is available for inspection on the College's website. Appendix two, which is only available to a limited number of staff (Admin/reception staff, Estates Manager, SMT and EO) details what to do in the case of a bomb threat.

Maintenance staff

▶ Ensure exam rooms are available and set up as requested by the EO

▶ Ensure centre maintenance work does not disturb exam candidates in exam rooms

▶ Ensure fire alarm testing does not take place during exam sessions

Invigilators

▶ Conduct exams in every exam room as instructed in training/update events and briefing sessions

Candidates

▶ Are required to remain in the exam room for the full duration of the exam

Irregularities

Head of centre

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

Managing behaviour

▶ The College's behaviour and expectations policy can be found on the College website. In circumstances where a pupil's behaviour in the examination room is deemed to be disrupting the performance of other candidates, the Principal delegates the responsibility to remove the pupil(s) in question to the EO and her invigilators.

Senior leaders

▶ Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms

▶ Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Exams officer

▶ Provides an exam room incident log in all exam rooms for recording any incidents or irregularities

▶ Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

Invigilators

▶ Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)

Malpractice

See *Irregularities* above.

Special consideration

Exams officer

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

Candidates

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

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

- ▶ Students should leave personal belongings outside the examination room, in the student common area on the 1st floor. In the examination, room candidates must not have access to items other than stated in the instructions on the question paper.
- ▶ Any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates, at the front of the examination room and not under their desks, before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.
- ▶ The invigilator, prior to the examination starting, must ensure that candidates have removed their wrist watches, placing them on their desks.

Invigilators

- ▶ Are informed of the arrangements through training and at a staff meeting.

Internal exams

Exams officer

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

Invigilators

- ▶ Conduct internal exams as briefed by the EO

Results and post-results: roles and responsibilities

Internal assessment

Head of department

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

Managing results day(s)

Senior leaders

- ▶ Identify centre staff who will be involved in the main summer results day(s) and their role
- ▶ Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Exams officer

- ▶ Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

  Results day programme

- ▶ Access, download and print 'statement of results' the day before students receive them, checking for missing marks, errors, contacting exam boards.
- ▶ Organise results from different boards together by candidate, scan and attach them to an email for every student, ready to be sent next morning.
- ▶ Repeat process of downloading exams into our MIS system, checking for errors, etc
- ▶ Share results with HoY (UCAS purpose) and SLT members.
- ▶ On results day, exams officer will email 'statement of results' to students at 9am (or sooner providing there are not problems with the system, but no earlier than 6am).
- ▶ Students can also phone 020 7610 1114 to find out results or come to school to collect them. The Exams officer will print results out for them.

HoY/HoF

Will be available to discuss results to students on results day.

Estates Manager

- ▶ Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

Accessing results

Head of centre

▶ Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates

Exams officer

▶ Informs candidates in advance of when and how results will be released to them for each exam series
▶ Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
▶ Resolves any missing or incomplete results with awarding bodies
▶ Issues statements of results to candidates on issue of results date
▶ Provides summaries of results for relevant centre staff on issue of results date

Post-results services

Head of centre

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

Exams officer

▶ Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
▶ Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
▶ Provides a process to record requests for services and collect candidate informed consent (**after** the publication of results) and fees where relevant
▶ Submits requests to awarding bodies to meet the external deadline
▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
▶ Updates centre results information, where applicable

Access to scripts, reviews of results and appeals procedures

▶ Students are informed of the arrangements for post-results services before sitting any formal examination.
▶ Following results day, if they have reasonable grounds for believing that there has been a marking error, they may request a remark or to see a copy of their exam.

- ▶ Each service carries a fee, which needs to be paid in advance. If the remark is successful then this payment, less the admin fee (£5 per paper) is refunded.
- ▶ There is a limited time to request this service.
- ▶ If students would like to make an enquiry, they need to contact the Exams Officer who will send a form for them to fill in, explaining that the overall grade can go down as well as up and will replace the original grade.
- ▶ Once the form is received, the Exams Officer checks with the Finance department that the fee has been received and then request the service required.
- ▶ The Exams officer informs student of the outcome as soon as it is received.

Teaching staff

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

Candidates

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

Analysis of results

Exams Officer, T&L Coordinator and Head of Centre

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

Certificates

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

Issue of certificates procedure

- ▶ The Exams Officer informs candidates that they can collect certificates from the College when they arrive. Alternatively, certificates can be sent if students are unable to come to the College to the address held on the MIS. A record of certificates collected is kept. Any scripts sent by post will be charged for and sent by recorded delivery or courier and proof of posting kept.

Candidates

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

Retention of certificates policy

▶ Unclaimed certificates are kept for 5 years. After 5 years, uncollected certificates are destroyed.

Exams review: roles and responsibilities

Exams officer

▶ Provides SMT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
▶ Collects and evaluates feedback from staff, candidates and invigilators to inform an exams review

Senior leaders

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

Retention of records: roles and responsibilities

Exams officer

▶ Keeps records as required by JCQ and awarding bodies for the required period
▶ Keeps records as required by the centre's records management policy
▶ Provides an exams archiving policy that identifies information held, retention period and method of disposal

<mark>A LEVEL</mark> POST RESULT SERVICES   Summer series 2019

Following results day, if you have reasonable grounds for believing that there has been an error in marking, you may make an 'Enquiry about Results'. There are different services available to you: you can request a re-mark or request to see a copy of your script. Each service carries a charge as indicated below (table two), which needs to be paid in advance. If the remark is successful then this payment, less the admin fee (£5 per paper) is refunded. In addition, there is a limited time in which you can enquire about your results, as indicated by the timetable below (table one). If you would like to make an enquiry, please contact the Exams Officer as soon as possible and before the deadline. **You will need to bring payment with you at the same time and sign the form on the other side of this sheet**.

Please note that it is unlikely that your unit score will change by more than <u>one or two marks, so think carefully before requesting a remark.</u>

In addition, your unit score, and therefore your overall grade, <u>could go down as well as up</u>. If your remark grade goes down, it is final and replaces your original grade.

Table 1

SERVICE	DEADLINE	DELIVERY
Priority remark – for requests where a student's university or other higher education place depends on the outcome	23 August	The boards' target is 18 days but it is usually much quicker
Remark – a senior examiner will remark the paper and make sure all the marks are counted	20 September	The boards' target is 30 days but it is usually much quicker
Remark**– option to request a copy of script at time of remark submission	20 September	The boards' target is 30 days but it is usually much quicker
Photocopy script – a copy of the marked exam paper is provided to help you decide if you want the marking reviewed	27 September	Around 10 days but it is usually much quicker

Table 2

SERVICE	AQA	EDEXEL	OCR	WJEC
Priority remark – for requests where a student's university or other higher education place depends on the outcome	£51.75 (except MFLoral £68.70)	£54.65 (£66.85 with post review markedphotocopy)	£58	£48
Remark – a senior examiner will remark the paper and make sure all the marks are counted	£43.45	£45.85	£47	£40
Remark**– option to request a copy of script at time of remark submission	£14.35	£12.20	£11.75	£11
Photocopy script (no admin fee paid)	£15	£15	£15	£15
COURSEWORK	£251.60	£220 minimum (up to 5 candidates) and £17.05 per each additional candidate	£218.40	£32 per candidate

There is also a non-refundable administration fee of £5 per exam remarked, which should be added on to the fee paid.

POST RESULT SERVICE APPLICATION

Forename ………………   Surname………………… Mobile No ………………………….

Year Group ………   Candidate No ……….. E-Mail …………………..………….......

SERVICE	EXAM BOARD	SUBJECT	UNIT CODE(S)	DEADLINE DATE	COST (see table above)
Priority remark - (EAR2P) Available if your university place depends on the result				23 August	
Remark - Review of marking (EAR2) This is a request for a remark				20 September	
Photocopy script – Copy of script (ATSO) A copy of your exam for				27 September	£15 per paper

learning or help you decide if you want a remark					
Non-refundable admin fee of £5 per subject. (please add)					
TOTAL					

I wish to request the service indicated above. In relation to a remark, I give my consent to the Examinations Officer to make an enquiry about the result on my behalf and in doing so I understand that the final subject grade awarded to me may be _lower_ than, higher than or the same as the grade which was originally awarded for this subject.

Signed: …………………………………. (Candidate)   Date: ………………………….

Instructions:
1. Fill in the form and sign it.
2. Pay the appropriate fee.
3. Return to Maricarmen Perez in person or by email: maricarmenperez@cic.ac

Office use only: Fee received: …………   Date script received: ………………

Payment can be made in cash, a UK bank card payment or a direct bank transfer. If payment is made by bank transfer **please put the students name as the reference**.

Bank Details: Lloyds Bank
Account Name: Chelsea Independent College   Account Number: 00 40 74 02   Sort Code:30-95-74
Swift Number: LOYDGB21027   IBAN Number: GB13LOYD30957400407402

GCSE POST RESULT SERVICES   Summer series 2019

Following results day, if you have reasonable grounds for believing that there has been an error in marking, you may make an 'Enquiry about Results'. There are different services available to you: you can request a re-mark or request to see a copy of your script. Each service carries a charge as indicated below (table two), which needs to be paid in advance. If the remark is successful then this payment, less the admin fee (£5 per paper) is refunded. In addition, there is a limited time in which you can enquire about your results, as indicated by the timetable below (table one). If you would like to make an enquiry, please contact the Exams Officer as soon as possible and before the deadline. **You will need to bring payment with you at the same time and sign the form on the other side of this sheet**.

Please note that it is unlikely that your unit score will change by more than <u>one or two marks, so think carefully before requesting a remark.</u>

In addition, your unit score, and therefore your overall grade, <u>could go down as well as up</u>. If your remark grade goes down, it is final and replaces your original grade.

Table 1

SERVICE	DEADLINE	DELIVERY
Remark – a senior examiner will remark the paper and make sure all the marks are counted	20 September	The boards' target is 30 days but it is usually much quicker
Remark**– option to request a copy of script at time of remark submission	20 September	The boards' target is 30 days but it is usually much quicker
Photocopy script – a copy of the marked exam paper is provided to help you decide if you want the marking reviewed	27 September	Around 10 days but it is usually much quicker

Table 2

SERVICE	AQA	EDEXEL	OCR	WJEC
Remark – a senior examiner will remark the paper and make sure all the marks are counted	£37.55 (except MFL oral £50.35)	£45.85	£47	£40
Remark**– option to request a copy of script at time of remark submission	£14.35	£12.20	£11.75	£11
Photocopy script (no admin fee paid)	£15	£15	£15	£15
COURSEWORK	£251.60	£220 minimum (up to 5 candidates) and £17.05 per each additional candidate	£218.40	£32 per candidate

There is also a non-refundable administration fee of £5 per exam remarked, which should be added on to the fee paid.

GCSE

POST RESULT SERVICE APPLICATION

Forename ……………….   Surname………………… Mobile No ………………………….

Year Group ………   Candidate No …………. E-Mail …………………..……………......

SERVICE	EXAM BOARD	SUBJECT	UNIT CODE(S)	DEADLINE DATE	COST (see table above)
Remark - Review of marking (EAR2) This is a request for a remark				20 September	
Photocopy script – Copy of script (ATSO)A copy of your exam for learning or help you decide if you want a remark				27 September	£15 per paper

Non-refundable admin fee of £5 per subject. (please add)					
TOTAL					

I wish to request the service indicated above. In relation to a remark, I give my consent to the Examinations Officer to make an enquiry about the result on my behalf and in doing so I understand that the final subject grade awarded to me may be *lower* than, higher than or the same as the grade which was originally awarded for this subject.

Signed: …………………………………. (Candidate)   Date: …………………………..

Instructions:
1. Fill in the form and sign it.
2. Pay the appropriate fee.
3. Return to Maricarmen Perez in person or by email: maricarmenperez@cic.ac

Office use only: Fee received: …………   Date script received: ……………………

Payment can be made in cash, a UK bank card payment or a direct bank transfer. If payment is made by bank transfer **please put the students name as the reference**.

Bank Details: Lloyds Bank
Account Name: Chelsea Independent College   Account Number: 00 40 74 02   Sort Code: 30-95-74

Swift Number: LOYDGB21027   IBAN Number: GB13LOYD30957400407402