



## Exams Policy

Implementation Date: November 2024  
Review Date: November 2025

This plan is reviewed annually to ensure compliance with current regulations

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## 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 exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- 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 in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that

*“... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute”* [JCQ [General regulations for approved centres](#)<sup>1</sup>]

- 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.

Exams Policy is available to all staff on our website: <https://www.oasisacademysilvertown.org/about-us/policies>

## Roles and responsibilities overview

*“The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.*

**The head of centre may not appoint themselves as the examinations officer.”** [GR1]

### 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)
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- 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 examination or on-screen test;**”*[ICE 6]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

### Exam contingency plan

Exam Contingency Plan is available to all staff on our website:  
<https://www.oasisacademysilvertown.org/about-us/policies>

***“It is the responsibility of the head of centre to ensure that his/her centre: ...has in place a written examination contingency plan/examinations policy which covers all aspects of examination administration. This will allow members of the senior leadership team to have a robust contingency plan in place, minimising risk to examination administration, should the examinations officer be absent at a crucial stage of the examination cycle. (The examination contingency plan/examinations policy should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)”***

[GR5]

- Ensures required internal appeals procedures are in place

#### Internal appeals procedures

*Internal Appeals Policy is available to all staff on our website:*  
<https://www.oasisacademysilvertown.org/about-us/policies>

*“The centre agrees to...have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)”*

[GR5]

*“The centre agrees to...have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal;”*

[JCQ [Post-results services](#) 5.14]

- Ensures a disability policy showing the centre’s compliance with relevant legislation is in place

#### Disability policy

*Disability Policy (Exams) is available to all staff on our website:*  
<https://www.oasisacademysilvertown.org/about-us/policies>

*“The centre agrees to...recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010†. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. A written disability policy setting out how the centre seeks to comply with the Equality Act 2010† and fully supporting disabled candidates must be available for inspection purposes.*

*†or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect ”*

[GR5]

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

#### Access arrangements policy

*Access Arrangements Policy is available to all staff on our website:*  
<https://www.oasisacademysilvertown.org/about-us/policies>

“...with its obligations in respect of identifying the need for, requesting and implementing access arrangements.”

[GR 5.5]

“The centre agrees to... have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;” [GR 5.4]

- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

“The **examinations officer or quality assurance co-ordinator** is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”

[GR 1]

### 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/external invigilators; appoints lead invigilators, as required

### Senior Leadership Team (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](#) **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 the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification

### Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo
- Keep updated with awarding body 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 dealing with exam-related deliveries and dispatches with due regard to the security of confidential 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

### Information sharing

#### Head of centre

- Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#)

#### 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

### Information gathering

#### 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
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- 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 **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

### SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that
- 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), 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)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

### Word processor policy

*Word Processing Policy to be implemented by SENCo as and when required*

*“It is strongly recommended that a centre has a policy on the use of word processors which it can articulate to parents/carers. Principally, that a word processor cannot simply be granted to a candidate because he/she now wants to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home.*

*The use of a word processor must reflect the candidate’s normal way of working within the centre and be appropriate to the candidate’s needs...”*

[AA5.8]

- 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

### Principles for Using a Word Processor

The use of a word processor reflects a candidate’s normal way of working within the centre. A word processor is not granted simply because a candidate prefers to type.

It is provided only if it is the most appropriate means of access to the assessment due to a specific need, such as:

- a learning difficulty
- a medical condition
- a physical disability
- a sensory impairment

- planning and organisational problems when writing by hand
- poor handwriting which may hinder examiners from reading responses

### Appropriate Use

- Word processors may only be used in examinations that allow their use and where the candidate is not being assessed on handwriting or spelling unless appropriate adjustments (e.g., spell check disabled) are made.
- Use is typically limited to extended writing tasks, not short-answer or multiple-choice components.

### Technical Requirements

Word processors used in exams must:

- be in standalone mode or have internet and network access disabled
- have spellcheckers, grammar checkers, and predictive text disabled unless approved by access arrangements
- not contain any pre-stored templates or access to unauthorised resources
- Typed scripts must be printed after the exam, signed by the invigilator, and attached to any exam script.

### Security and Supervision

- Word processor use must be supervised at all times by invigilators trained in JCQ regulations.
- Work is saved at regular intervals to prevent data loss.
- The candidate's work must not be accessible after the exam session concludes.

### Implementation

- The SENCo, in collaboration with teaching staff, determines eligibility for a word processor based on evidence and normal way of working.
- The decision is reviewed annually and documented in the candidate's access arrangements file.
- Parents and students are informed of decisions regarding access arrangements.

### Contingency Use

- Word processors may be provided on a temporary basis (e.g., arm injury) at short notice where appropriate evidence is available.

### Separate invigilation within the centre

*Separate Invigilation Criteria is available to all staff on our website:*  
<https://www.oasisacademysilvertown.org/about-us/policies>

[See [AA](#) 5.16 plus centre-determined criteria]

- Support the SENCo in identifying and implementing appropriate access arrangements

## **Internal assessment**

### **Head of centre**

- Ensures an **internal appeals procedure** is in place for a candidate (or parent/carer) to appeal against an internal assessment decision (see Roles and responsibilities overview)
- Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks

#### **Policy for the management of controlled assessments**

*Management of Controlled Assessments (Legacy GCSE) is available to all staff on our website: <https://www.oasisacademysilvertown.org/about-us/policies>*

*“The centre agrees to...have in place, and be available for inspection purposes, a **written** policy with regard to the management of GCSE controlled assessments” [GR5]*

- Ensures a **non-examination assessment policy** is in place for new GCE and GCSE qualifications

#### **Non-examination assessment policy**

*Non-examination Assessment Policy (New GCE and GCSE) is available to all staff on our website: <https://www.oasisacademysilvertown.org/about-us/policies>*

The purpose of this policy, as defined by JCQ, is to

- *cover procedures for planning and managing non-examination assessments*
- *define staff roles and responsibilities with respect to non-examination assessments*
- *manage risks associated with non-examination assessments*

[NEA– The basic principles, page 4]

- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required **SLT**
- 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

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

### **Heads of Department**

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ [Instructions for conducting controlled assessments](#) and the specification provided by the awarding body
- Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and Entry Level or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensures teaching staff delivering new GCE & GCSE specifications 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 **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 **Exams officer**
- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

### **Invigilation**

- Implemented as and when required

### **Exams officer**

- Provides an annual training event for new invigilators and an update event for invigilators in the conduct of exams
- 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 made aware of the Equality Act 2010 and are trained in disability issues
  - 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 **HOD**
- 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**

All final entries are to be signed off by HODs before being submitted to Awarding Bodies

#### **HOD**

- 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; completing sign off sheet

#### **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

##### **HOD**

- 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

#### **Private candidates**

*Private Candidates (who are not members of staff) may be entered at the discretion of the Head of Centre*

#### **Transfer of credit**

##### **Exams officer**

*“Arrangements for GCE AS candidates transferring between specifications or awarding bodies’ midway through a unitised GCE A-level course (having completed and certificated a GCE AS award)”*

[JCQ [GCE AS Transfer of Credit arrangements 2016/17](#)]

- Provides information to relevant centre staff/candidates on transferring credit for GCE AS qualifications

- Meets the awarding body deadline for requesting transfer of credit

### **Teaching staff**

- Identify affected candidates to the EO

### **Candidate statements of entry**

#### **Exams officer**

- Provides candidates with statements of entry for checking **Teaching staff**
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO **Candidates**
- Confirm entry information is correct or notify the EO of any discrepancies

### **Pre-exams: roles and responsibilities**

### **Access arrangements**

#### **SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access 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

### **Briefing candidates**

#### **Exams officer**

- Issues individual exam timetable information to candidates
- 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 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
  - 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

## Access to scripts, enquiries about results and appeals procedures

Access to scripts, enquiries about results and appeals procedures are available to all staff on our website: <https://www.oasisacademysilvertown.org/about-us/policies>

*“The centre agrees to... have in place written procedures for how it will deal with candidates’ access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results;” [GR 5]*

### **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**

#### **HOD**

- 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**

#### **Head of centre**

- Ensures procedures are in place for candidates to appeal an internal assessment decision or request a review of the centre’s marking of an assessment (when a centre is required to make reviews available)

#### **SENCo**

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments **Teaching staff**
- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies

#### **HOD**

- Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensures teaching staff authenticate candidates’ work to the awarding body requirements

- Ensures teaching staff provide required samples of work for moderation to the EO to the internal deadline

#### **Exams officer**

- Submits marks and samples to awarding bodies/moderators to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated work 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 invigilation handbook or briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series
- Allocates invigilators to exam rooms 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 SLT**

- Accompanies *“the Inspector **throughout** the course of his or her centre visit, including inspection of the centre’s secure storage facility.”* [ICE Introduction]

#### **Seating and identifying candidates in exam rooms**

##### **Exams officer**

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

##### **Verifying candidate identity procedure**

*Candidates are identified by seating plan, correlating exam labels and register*

*“The centre agrees to... have in place **written** procedures to verify the identity of **all** candidates at the time of the examination or assessment;”* [GR5]

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

Procedure for Identifying Candidates in the examination venue:

##### 1. Purpose

This policy outlines the procedures used by **Oasis Academy Silvertown** to verify the identity of candidates sitting internal and external examinations, ensuring full compliance with the JCQ’s Instructions for Conducting Examinations (ICE).

## 2. Scope

This policy applies to all candidates sitting examinations at **Oasis Academy Silvertown**, including private/external candidates.

## 3. Responsibilities

The Head of Centre is responsible for ensuring this policy is implemented and reviewed annually. The Examinations Officer is responsible for enforcing identification procedures during the examination series.

Invigilators are trained to carry out identification checks in line with this policy.

## 4. Identification of Internal Candidates

Most candidates at **Oasis Academy Silvertown** are internal candidates and are known to centre staff. Identification is confirmed as follows:

- Invigilators will identify candidates with photos.
- Where invigilators are not familiar with candidates (e.g., large venues), each candidate's photo ID card (school-issued) will be included in the invigilation booklets or checked on entry.

## 5. Identification of Private or External Candidates

- All external candidates must present valid photographic identification (e.g., passport or driving license) at each examination sitting.
- Copies of valid ID will be retained securely in line with GDPR and JCQ regulations.
- External candidates are briefed in advance on ID requirements via email and confirmation letters.

## 6. Late Arrivals and Exceptional Circumstances

Candidates arriving late must still be subject to ID checks before being admitted.

In cases where ID is forgotten, the Examinations Officer or senior staff may confirm identity, if possible, but the candidate may be required to sit in isolation until verification is complete.

A written record will be kept of any such incident.

## 7. Visitor Access and Safeguarding

Only authorised personnel may be present in examination venues.

Any visitor (e.g. JCQ inspector) must show valid ID and sign in at reception in accordance with the school's safeguarding policy.

### **Invigilators**

- Follow the procedure for verifying candidate identity provided by the EO
- Follow the guidelines stated within the JCQ ICE booklet and the Invigilator Booklet
- Seat candidates in exam rooms as instructed by the EO/in the seating plan

### **Security of exam materials**

#### **Exams officer**

- Has a process in place to record confidential materials delivered to the centre and issued to authorised staff

- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements **Reception staff**
- Follow the process to record confidential materials delivered to the centre and issued to authorised staff

### **Teaching staff**

- Adhere to the recording system to track 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 resolve candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms 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

### **Transferred candidate arrangements**

#### **Exams officer**

- Liaises with the host or entering centre, as required
- Processes requests to the awarding body deadline
- Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

### **Internal exams**

#### **Academy Data Lead**

- Prepares for the conduct of internal exams under external conditions
- Provides a centre exam timetable of subjects and rooms
- Arranges invigilation

#### **SEnCo**

- Liaises with teaching staff to make appropriate arrangements for access arrangement candidates **Teaching staff**
- Provide exam papers and materials
- 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

**Advice:** it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy. <sup>[LCE14]</sup>

#### 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 *Unauthorised materials* below.

### Candidate late arrival

#### Exams officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- 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

**Advice:** it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy.

**Advice:** Centres should have their own internal procedures for dealing with candidates who persistently arrive late for examinations.

*The exams officer may need to liaise with a senior member of staff who has pastoral responsibilities.* [ICE 14]

## **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 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 secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies

## **Exam rooms**

### **Head of centre**

- Ensures only approved centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

### **Food and drink in exam rooms**

*Only bottled water with labels removed may be consumed in the exam room unless food is required for a medical condition*

*“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.”*

[ICE 11]

### **Exams officer**

- Ensures exam rooms are set up 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
- 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 **SLT**
- 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

*Emergency Evacuation Policy (Exams) is available to all staff on our website:*  
<https://www.oasisacademysilvertown.org/about-us/policies>

*“...You **must** have a **written** centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.” [ICE18]*

### Site staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or 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 suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required

#### Managing behaviour

*“The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.” [ICE17]*

#### SLT

- 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**

**Oasis takes any instance of malpractice seriously and will pursue strict measures to prevent it from occurring and will try to mitigate the effects.**

In accordance with JCQ's regulations, Oasis will:

- Take reasonable measures to prevent malpractice and maladministration before, during, and after the examination period. This will include asking students to hand in their phones in the morning before the examination to prevent unauthorised items from being present in the examination rooms.
- Immediately inform any relevant awarding bodies of alleged, suspected and actual incidents of malpractice or maladministration, involving candidates or centre staff. This will involve reporting with the JCQ forms which can be found here – [Malpractice - JCQ Joint Council for Qualifications](#)
- As instructed by awarding bodies, investigate any instances of alleged, suspected, and actual incidents of malpractice and maladministration and issue appropriate consequences where necessary.
- Create accurate seating plans to prevent candidates from being misidentified in the examination rooms.

### **Reporting Candidate Malpractice:**

Candidate malpractice is defined as any dishonest act or practice that threatens to breach the integrity of any examination and/or assessment, this includes prior to the examination.

This includes but is not limited to the following acts:

- Introducing unauthorised materials such as notes, books, papers, AirPods, earphones/earbuds, iPods, mobile phones and any watches.
- Breaching examination conditions by communicating in any form, asking for help or giving help to another candidate whilst in the examination room.
- Candidates must not exchange, obtain, receive or pass on information which could be related to the examination and/or assessment.
- Committing academic misconduct such as candidates submitting fabricated or plagiarised work and claiming it as their own.

Each candidate will be made aware of when the centre submits a report of malpractice against them as well as the evidence that will be used and understand that this evidence used to determine the outcome is non-negotiable.

Candidates will be given a chance to write a statement on their behalf which will be submitted with the report. However, the centre cannot guarantee that candidate statements will have an influence on an awarding body's decision.

Suspected candidate malpractice identified before the authentication statement is signed will be handled internally and does not need to be reported to the awarding body, unless it involves a potential

breach of confidential assessment materials. In this exception, the breach would immediately be reported to the relevant awarding body.

Where a candidate, or an individual acting on their behalf, such as a parent/carer, might try to influence grade decisions by applying pressure to the centre or any of its staff, Oasis will retain clear and reliable records of the circumstances and the measures taken, and make the candidate aware of the outcome.

This will include a record that confirms the candidate had been made aware of the evidence that was going to be used and understand that the evidence used to determine a grade was non-negotiable.

However, if a candidate or an individual acting on their behalf continues to inappropriately attempt to pressure centre staff, a report of suspected candidate malpractice will be submitted to the relevant awarding body.

Additionally, in agreement with JCQ's rules and regulations, candidate malpractice now includes the misuse of Artificial Intelligence.

AI misuse involves but is not limited to the inappropriate or unethical use of artificial intelligence technology to gain an unfair advantage over other candidates. This can take the form of AI Chat boxes which produce text responses when prompted by the user. Users can then ask follow-up questions to refine answers that have been provided.

The risks of AI misuse includes but is not limited to inappropriate or inaccurate content and therefore, **any responses provided cannot be relied upon.**

**As always, candidates must submit work for their examinations and assessments that is their own.**

This is in line with JCQ's guidelines which can be found here – [Gen regs approved centres 24-25 FINAL.pdf](#)

If a candidate is alleged to have used AI in their examination and/or assessment, Oasis will immediately file a suspected candidate malpractice report to the relevant awarding bodies and will investigate as per the awarding body's advice.

The official JCQ Guideline and advice for AI misuse can be found below:

[JCQ-AI-poster-for-students-2.pdf](#)

### **Reporting Centre Staff Malpractice:**

Centre staff malpractice and/or maladministration is committed by:

- A member of staff and/or contractor hired by the academy either under an employment contract or a third-party contract.
- An individual appointed in another capacity by a centre such as an invigilator, an Oral Language Modifier, a practical assistant, a prompter, a reader, a scribe or a Sign Language Interpreter.

Examples of centre staff malpractice and/or maladministration can be found here – [Malpractice Sep24 FINAL.pdf](#) – This also includes and is not limited to:

- Security breach of exam papers and/or other materials.
- Exam entries that are created for students who had not studied the course of entry or had not intended to enter.
- Grades created for students who have not been taught sufficient content to provide the basis for that grade.
- A teacher deliberately and inappropriately disregarding the centre's published policy when determining grades.
- A teacher fabricating evidence of candidate performance to support an inflated grade.
- A teacher deliberately providing inappropriate levels of support before, during and after an examination and/or assessment, including deliberate disclosure of mark schemes and assessment materials, to support an inflated grade.
- A teacher intentionally submitting inflated grades.
- A failure to retain evidence used in the determination of grades in accordance with the JCQ Grading guidance.
- A systemic failure to follow the centre's policy in relation to the application of Access Arrangements or Special Consideration arrangements for students in relation to assessments used to determine grades.
- A failure to take reasonable steps to authenticate student work.
- A failure to appropriately manage Conflicts of Interest (COIs) within a centre.
- A Head of Centre's failure to submit the required declaration when submitting their grades.
- Grades being released to students (or their parents/carers) before the issue of results
- Failure to cooperate with an awarding body's quality assurance, appeal or investigation processes.
- Failure to conduct a centre review or submit an appeal when requested to do so by a student.
- Failure to report any instances of malpractice immediately to awarding bodies.

Where centre staff are accused of an alleged, suspected or actual incident of malpractice and/or maladministration, an appropriate report will be issued immediately to the relevant awarding body.

To prevent centre staff malpractice and/or maladministration, Oasis will:

- Take all reasonable steps to prevent the occurrence of any malpractice and/or maladministration in the development, delivery, and award of qualifications which it makes available or proposes to make available.
- Ensure that staff involved in the delivery of assessments and examinations understand the requirements for conducting these as specified in the JCQ documents and any further awarding body guidance.
- Ensure that staff involved in the delivery of assessments and examinations understand the key dates and deadlines and that there are strict measures in place to ensure these are met.
- Ensure that examination officers are appropriately trained, resourced and supported.
- Ensure that exams, including those delivered at alternative sites are conducted in accordance with JCQ ICE requirements.
- Ensure that all staff who manage and implement special consideration and access arrangements are aware of the requirements and are appropriately supported and resourced.
- Ensure that members of staff do not communicate any confidential information about examinations and assessment materials, including via social media.
- Ensure that members of staff follow appropriate security procedures to ensure confidential information relating to examinations and assessment materials is not breached.
- Ensure that in the event of an examination clash arrangements are planned and managed effectively.
- Ensure that staff delivering/assessing coursework, internal assessments and/or non-examination assessments have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice.

- Ensure that the centre has a culture of honesty and openness so that any concerns of potential malpractice can be escalated appropriately without fear of repercussion.

### **Sanctions and/or Penalties:**

Awarding bodies impose sanctions and penalties on individuals and/or centres responsible for committing malpractice with the intention of:

- Minimising the risk of the integrity of the examinations and assessments, both in the present and the future.
- Maintaining the public confidence of the delivery and awarding of qualifications • Detering others from committing malpractice

Oasis will impose any sanctions and/or penalties as advised by the awarding bodies.

### **Candidate Sanctions and/or Penalties:**

Depending on the severity of the malpractice committed, the following sanctions and/or penalties will be applied:

- Warning – The candidate will receive a formal warning stating that if the malpractice is repeated within a set time, further sanctions will be applied.
- Loss of marks for a section – The candidate will lose all marks gained for a specified section of the examination and assessment. This section may be part of a component or a single section of a non-examination assessment if it consists of several sections.
- Loss of all marks for a component – The candidate will lose all marks gained for a specified component of the examination and assessment.
- Loss of all marks for a unit – The candidate will lose all marks gained for a specified unit of the examination and assessment.
- Disqualification from a unit - The candidate will be disqualified from a specified unit of the examination and assessment.
- Disqualification from a unit in one or more qualifications – The candidate will be disqualified from one or more units.
- Disqualification from a whole qualification – The candidate will be disqualified from the whole qualification.
- Disqualification from all qualifications – The candidate will be disqualified from all qualifications taken during the specified series.
- Candidate debarred – The candidate will be barred from entering one or more examinations for a set period. This sanction will be applied in conjunction with any of the other sanctions above, if the circumstances warrant it.

### **Centre Staff Sanctions and/or Penalties:**

Depending on the severity of the malpractice committed, the following sanctions and/or penalties will be applied:

- Written warning – The member of staff will be issued with a written warning that if the malpractice is repeated within a set time, further sanctions will be applied.
- Training required – If the member of staff has any future involvement in examinations and assessments, they will be required to complete additional training and retain up to date knowledge

of JCQ's rules and regulations which can be found here – [Gen regs approved centres 24-25 FINAL.pdf](#) – The member of staff may be under mentorship and a review process will be carried out at the end of this period.

- Suspension bar – The member of staff will be suspended from all involvement in the delivery or administration of examinations and assessments for a set period.

If malpractice is a result of serious management failure within a department or the whole centre, the awarding body may apply sanctions and/or penalties against the whole department or centre.

## **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

### **Special consideration policy**

Special Consideration is applied for by the EO at the request of Head of Centre, SLT, HOD or Teaching staff if supporting evidence is supplied

### **Candidates**

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

## **Unauthorised materials**

### **Arrangements for unauthorised materials taken into the exam room**

*All electrical equipment such as mobile phones or smartwatches are collected by PHOY prior to candidates entering the exam room and stored for the duration of the exam. All other personal belongings are to be placed in the allocated area of the exam room prior to the start of the exam.*

*“...any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (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.”*

*“Advice: You may wish to ask candidates to place their watches on their desk in sight of the invigilator prior to the examination commencing.”*

[\[ICE11\]](#)

### **Invigilators**

- Are informed of the arrangements through training

## **Internal exams**

### **HOD**

- Briefs invigilators on conducting internal exams

- Returns candidate scripts to teaching staff for marking

### **Invigilators**

- Conduct internal exams as briefed by HOD

## **Results and post-results: roles and responsibilities**

### **Internal assessment**

#### **HOD**

- 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)**

#### **SLT**

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior staff are available for candidates as results are issued

#### **Site staff**

- Ensure the centre is open and accessible to centre staff and candidates, as required

### **Accessing results**

#### **Exams officer**

- Informs candidates in advance of when and how results will be released to them
- 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 **internal appeals procedures** are available where candidates disagree with the centre decision
- not to support an enquiry about results
- not to appeal against the outcome of an enquiry about results  
(Ofqual has announced a series of changes to reviews of marking and appeals which may

affect the centre's internal appeals procedure during 2016/17) **Exams officer**

- Provides information to 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 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 **Teaching staff**
- Meet internal deadlines to request the services and gain relevant candidate informed consent

### **Candidates**

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

### **Analysis of results**

#### **Academy Data Lead**

- 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**

*EO oversees procedures on how certificates are issued to candidates*

#### **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**

*EO oversees unclaimed or uncollected certificates which are securely stored for an unspecified period of time*

### **Review: roles and responsibilities**

#### **Exams officer**

- Provides Academy Data Lead 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 review

#### **Academy Data Lead**

- Works 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

### Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy:

#### Child protection policy

See *Child Protection Policy*

[GR- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements]

#### Data protection policy

See *Data Protection Policy – Oasis Zone*

“Do you have a **written** data protection policy?”

[GR- A checklist for prospective examination centres or where a centre has changed its address or secure storage arrangements]

#### DBS policy

See *DBS Policy – Oasis Zone*

“have in place a **written** policy on DBS (Disclosure and Barring Service) clearance which satisfies current legislative requirements;”

[GR 5]