



SOUTH WILTS
GRAMMAR SCHOOL

EXAMS POLICY

2025/26

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by:	
Education & Experience Committee	
Date of next review	Spring 2026

Key staff involved in the policy

Role	Name(s)
Head of Centre	Dr Amanda Smith
Senior leader(s)	Ms Jill Bellamy – Deputy Head Pastoral Mr Jacob Lean – Deputy Head Academic Mr Stephen Jones – Assistant Head (Exams Line Manager)
EO	Mrs Nicola McCarney
SENCo	Mrs Jayne Proctor

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School Aims

South Wilts is a progressive grammar school, which aims to maintain high academic standards and cultural achievement within a caring environment. We seek to encourage responsibility and personal fulfilment so that students attain their maximum potential. The School is dynamic and works with the community to prepare its students for life-long learning and adult independence.

South Wilts Grammar School aims to value and respect all students equally and aims to provide equality of opportunity wherever possible.

The safeguarding of students is prioritised when making arrangements for examinations. In particular, there is consideration of how special arrangements are made in regards to the invigilation of individual students in separate rooms. Staff are also aware of the impact of examinations on the mental health of students and are alert to the signs of anxiety and panic attacks.

We promote the importance of personal success by providing a calm and organised environment for students to complete their assessments. We provide students with the opportunity to purchase revision guides and support them through the completion of their NEA tasks, giving clear guidance on deadlines and content.

Purpose of the policy

South Wilts Grammar School recognises the importance of assessment through public examinations at Key Stages 4 and 5 which provide students with academic qualifications. Students are given the opportunity to demonstrate the highest achievement of which they are capable and competent: administration helps them to achieve their best.

South Wilts Grammar School is committed to ensuring that the examinations and assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

The implementation of this policy will be taken account of in strategic planning and routine administration discussed in meetings of the Senior Leadership Team, of Head of Departments and of the full staff.

This policy will ensure that:

- all aspects of the centre's processes are documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures are signposted to ensure that all staff are well informed and supported
- all centre staff involved in the 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 examination/assessment system at all times
- exam candidates understand the 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 email. The policy will be made available on the school website for parents/candidates to refer to. Reference to this policy is made in the student Examinations Handbook.

Equality Act 2010

All staff must ensure that they adhere to the requirements of the Equality Act 2010 and the Public Sector Equality Duty (PSED).

The school must make the necessary reasonable adjustments for disabled pupils in relation to tests and assessments. A person is a disabled person (that is, someone who has the protected characteristic of

disability) if he or she has, or has had, a physical and/or mental impairment that has what the law calls ‘a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities’.

The school must also ensure that it does not discriminate when conducting examinations and assessments.

The Head of Centre, Examinations Officer (EO) and Special Educational Needs Co-ordinator (SENCo) are responsible for ensuring that the Examinations Centre is accessible and that arrangements comply with the Equality Act 2010.

Associated Policies

The following policies should be read in conjunction with the Public Examinations Policy:

- Safeguarding and Child Protection Policy
- Data Protection Policy
- Equal Opportunities Policy & Objectives
- Special Education Needs Policy
- Complaints Procedure Policy
- Whistleblowing Policy
- Access Arrangements Policy

Roles and responsibilities overview

The **Headteacher**, in her role as **Head of Centre**, is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and awarding body requirements.

Head of Centre responsibilities

The Head of Centre must

- ensure that the senior leadership team and EO familiarise themselves with the entire contents of the current General Regulations for Approved Centres booklet. In particular, the Head of Centre must familiarise herself with paragraphs 5.1, 5.3 and 5.4.
- ensure that relevant members of staff respond promptly to requests and/or actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.
- ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- ensure that **all staff** comply with the instructions in the Instructions for Conducting Examinations document. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures, 1 September 2025 to 31 August 2026.
- ensure compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- ensure appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims, centre-assessed marks or modified papers
- ensure all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority
- understand the contents, refer to and direct relevant centre staff to current JCQ documents including:
 - General Regulations for Approved Centres

- Instructions for Conducting Examinations
- Access Arrangements and Reasonable Adjustments
- Suspected Malpractice - Policies and Procedures
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments (GCE and GCSE specifications)
- A guide to the special consideration process
- AI Use in Assessments: Your role in protecting the integrity of qualifications
- Guidance for centres on cyber security
- Notice to Centres – Informing candidates of their centre-assessed marks
- Plagiarism in Assessments – Guidance for Teachers/Assessors
- ensure the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught, including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments
- ensure that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- ensure members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- ensure members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel
- ensures a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates (see [Appendix 2](#))
- ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place (see [Appendix 4](#))
- ensures that the Assistant Headteacher in charge of examinations, The SENDCo and the EO receive updates on the JCQ documents annually and implement the necessary changes

The EO 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.

EO responsibilities

The EO must

- understand the contents of annually updated JCQ documents including:
 - General Regulations for Approved Centres
 - Instructions for conducting examinations
 - Suspected Malpractice - Policies and Procedures
 - Post-Results Services (PRS)
 - A guide to the special consideration process
- be familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- ensure key tasks are undertaken and key dates and deadlines met
- recruit, train and deploy a team of internal/external invigilators (including access arrangement facilitators) and keep a record of the content of training provided to invigilators for the required period
- support the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series

Senior leader responsibilities

Senior Leaders must

- be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:
 - General Regulations for Approved Centres
 - Instructions for conducting examinations
 - Access Arrangements and Reasonable Adjustments
 - Suspected Malpractice - Policies and Procedures
 - Instructions for conducting coursework
 - Instructions for conducting non-examination assessments
 - A guide to the special consideration process
 - Post-Results Services
- ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
- ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- ensure teaching staff attend relevant awarding body training and update events

SENCo responsibilities

The SENCo must

- understand the contents, refer to and direct relevant centre staff to annually updated JCQ documents including Access Arrangements and Reasonable Adjustments
- lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- work with the person appointed as the qualified access arrangements assessor, on all matters relating to assessing candidates and ensures the correct procedures are followed
- present when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- ensure any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- ensure a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s), supporting evidence of need and a signed candidate data personal consent form (This information must be readily available for inspection at the venue where the candidate is taking the examination(s))
- ensure requests for modified papers are submitted by the published deadline
- ensure there are appropriate resources in place at the time of examinations/assessments to meet candidates' needs, e.g. sufficient readers and scribes

Teaching staff responsibilities

Teaching staff must

- 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

Invigilator responsibilities

Invigilators must

- attend/undertake training on the current regulations, 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

- follow guidance in the *JCQ Instructions for Conducting Examinations* document when invigilating or facilitating examinations

Candidate responsibilities

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

Candidates must

- read and understand the following documents as relevant to them:
 - JCQ Information for Candidate booklets (written examinations, coursework, non-examination assessments, on-screen tests)
 - SWGS Examination Handbook
 - Individual examining body privacy notices (as appropriate)
- follow instructions issued by the invigilators when entering an exam room and whilst under exam conditions.

Resilience and Contingency Arrangements

The **Head of Centre** must be familiar with the regulators' guidance and/or awarding body guidance on ensuring resilience in the qualifications system.

The **EO** must ensure that mock examination scripts are held securely in the 6 months prior to the summer exam season for all candidates sitting examinations in the summer. The mock examination papers are to be stored in line with published guidance.

In the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

The Centre's contingency plan and escalation process is available at [Appendix 1](#).

Cyber security

The **Head of Centre** has procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training. The training must include:
 - the importance of creating strong, unique passwords for all accounts
 - keeping all account details strictly confidential
 - the critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access
 - how to properly set up and use MFA for both centre and awarding bodies' systems
 - an awareness of all types of social engineering/phishing attempts
 - the importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture

Evidence of completed staff cyber training must be downloaded and held on file for inspection.

- developing and maintaining a comprehensive cyber security policy for the centre.
- implementing and enforcing robust security measures, including:
 - Mandatory MFA for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data
 - Regularly reviewing and updating security settings to align with current best practices
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required

- ensuring that the Examination Folders on the network have restricted access
- ensuring the Network Manager reviews access to the secure Examination Folders on the network regularly and updates in consultation with the Assistant Head in charge of examinations.

Day-to-day responsibility for the procedures above is delegated to the **IT Manager** via the Business Manager

The **Head of Centre** will ensure security of the examinations system by:

- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for Centres on cyber security*. Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

The school holds a robust Risk protection cyber response plan which is reviewed annually.

Recruitment, Selection, Training and Support

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- retains a workforce of an appropriate size and competence, including sufficient managerial and other appropriate staff, to undertake the delivery and administration of the qualification and assessments as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- has succession arrangements in place for members of staff involved in examination and assessment administration
- provides fully qualified teachers for the verification and marking of centre-assessed components
- ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work
- enables the relevant senior leaders, teachers, the EO and the SENCo to receive appropriate training and support to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ and awarding body regulations
- ensure the SENCo, the centre's appointed access arrangements assessor and the EO undertake regular CPD, such as attending an annual update course
- ensures that the SENCo understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre
- ensures that the EO understands relevant awarding body and JCQ documentation and has sufficient time to perform her role
- ensures that the designated senior leader familiarises himself with relevant awarding body and JCQ documentation
- ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations

External and Internal Governance Arrangements

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- has in place a written escalation process should the Head of Centre, or a member of the senior leadership team with oversight of examination and assessment administration, be absent. See Appendix 1.
- has in place a designated senior leader who has a good working knowledge of the examination system, will provide effective line management support and supervision of the EO to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO

- can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments

Delivery of Qualifications

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- delivers qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates
- enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject

Public Liability

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School complies with health and safety rules which are in place and ensures that the centre is adequately covered for public liability claims

Controlled assessments, coursework and non-examination assessments

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions
- submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date

Further information is available at [Appendix 4](#).

Security of assessment materials

It is the responsibility of the **Head of Centre**, who delegates to the **EO**, to ensure that South Wilts Grammar School

- takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials.
- that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
- reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials
- Makes arrangements to:
 - receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
 - access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*

- issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- brief other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials

National Centre Number (NCN) Register and other information requirements

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- provides contact details as follows:
 - a physical address to which all examination and assessment materials will be despatched – this must be the registered address of the Centre
 - a landline telephone number – this must be the number of the main office/ switchboard of the Centre
 - a contact email address for communications – this must be the email address of the person responsible for the administration of examinations
 - the name of the Head of Centre and their email address
 - senior designated contact details (this might include a personal mobile number and/or email address) (These must be the contact details of someone who can be reached in an emergency if the Centre is closed over the summer and who can mobilise resources to respond to the issue)
- completes the NCN Register annual update by the end of October every year even if there are no changes to centre details
 - informs the NCN Register Team immediately if any changes occur after the NCN Register annual update has taken place
 - informs the NCN Register Team of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility
 - informs the NCN Register Team immediately of any other changes in circumstances that could affect the centre's status
 - completes the NCN Register Head of Centre Declaration by the end of October every year confirming they are aware of and adhering to the latest versions of the JCQ regulations
 - responds to any other reasonable requests made by the NCN Register Team
- understands that the responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the senior leadership team or the EO, and acknowledges that failure to respond to the NCN Register annual update, the Head of Centre's declaration and/or requests or actions raised by the JCQ Centre Inspection Service, will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papers
 - and ultimately, awarding bodies could withdraw their approval of the centre

Acting on behalf of the Head of Centre, the **EO** will complete/submit the NCN Register annual update (administered on behalf of the JCQ member awarding bodies by Cambridge OCR) by the end of October every year and will inform the NCN Register if any changes occur after the annual update has taken place

Centre inspections

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation, an unannounced visit or any requests for information within the stipulated timeframe
- allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection

- understands the JCQ Centre Inspector will identify themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility by the EO or member of the senior leadership team.
- arranges for the **SENCo** or relevant **Senior leader** (in the absence of the SENCo) to meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise. The information must be readily available for inspection at the venue where the candidate is taking the exam(s)
- has in place the following written policies for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre:
 - child protection/safeguarding policy
 - complaints policy
 - data protection policy
 - equalities policy
 - whistleblowing policy
 - the following policies form part of the Examinations Policy 2025/26:
 - conflicts of interest policy
 - contingency plan
 - internal appeals procedure
 - malpractice policy
 - management of non-examination assessments policy, including controlled assessments and coursework
 - word processor in examinations policy

Conflicts of interest

It is the responsibility of the **Head of Centre** to ensure that South Wilts Grammar School

- manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
 - any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units, **and**
- maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:
 - exams office staff or those involved in the administration of the public examinations have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at this centre or other centres
 - centre staff are taking qualifications at other centres
- retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later

The **EO** will request information from staff annually regarding any conflicts of interest they may have in the upcoming examination season and will work with the senior leadership team to mitigate potential risk in the centre.

Access arrangements and reasonable adjustments

The Head of Centre/senior leadership team will:

- appoint a SENCo who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
- ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs. The centre's assessment must

identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments.

- recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010, particularly Section 20 (7)
- ensure that the SENCo undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate such as a distance learner or a home educated student. The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements
- ensure that all candidates with a history of need or a previously agreed provision of access arrangements will be tested by the school's qualified assessor as appointed by the Head of Centre. Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection
- have a written process in place to not only check the qualification(s) of their assessor but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*
- assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENCo in effectively implementing those arrangements once approved

The **EO** will work with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room

See also the Access Arrangements Policy

Malpractice

See [Appendix 3](#).

Personal data

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data ("Student Materials"). Awarding bodies may use the Student Materials to evaluate candidates' performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Where a centre or third party is in possession of any Student Materials for the purposes of candidate assessment, the Student Materials will be held on behalf of the awarding body.

The Exam Cycle

The exams management and administration process that needs to be undertaken for each **exam series** is referred to as the **exam cycle** and relevant tasks which need to be undertaken before, during and after an exam series 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 in accordance with guidance from current JCQ documents.

Planning: roles and responsibilities

Secure materials

The **Head of Centre** ensures the centre has a secure storage facility in a room solely assigned to examinations

Information sharing

The **EO**

- signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process
- signposts relevant centre staff to JCQ information that must be provided to candidates
- as the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

Timetabling

The **EO** produces a master centre exam timetable for each exam series

Information gathering

The **Head of Centre** provide key dates to centre staff of internal deadlines

The **EO**

- 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
- collects information on internal exams/assessments to enable preparation for and conduct of year 11 and year 13 mock examinations, year 12 end-of-year exams, year 10 spring assessments.

Senior leaders

- respond (or ensure teaching staff respond) to requests from the EO on information gathering
- inform 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
- note the internal deadlines in the annual exams plan and direct teaching staff to meet these

Heads of Department (HoDs)

- meet the internal deadline for the return of information

- inform the EO of any syllabus and qualification changes

Access arrangements

The Head of Centre

- ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

The SENCo

- works with the appropriately qualified assessor as appointed by the Head of Centre to identify access arrangements/reasonable adjustments 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 for a candidate
- determines candidate eligibility for arrangements or adjustments that are Centre-delegated
- gathers signed *Personal data consent* forms from candidates where required and ensures *Data protection confirmation(s)* are completed
- applies for approval using *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 a file for each candidate for JCQ inspection purposes containing all the required documentation.
- liaises with the EO regarding exam time arrangements for access arrangement candidates
- works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- ensures criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

The EO

- ensures staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangement(s)
- ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms they understand what is and what is not permissible

Senior leaders

- support the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- provide an annually reviewed and updated word processor policy, in consultation with the SENCo and specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations. [See Appendix 6.](#)

Controlled assessments, coursework and non-examination assessments

[See appendix 4.](#)

Invigilation

The Head of Centre

- ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- ensures that, wherever possible a teacher or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination

The EO

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

The **HR Manager** ensures all invigilators complete Disclosure & Barring Service and recruitment checks prior to acting as an invigilator.

Entries: roles and responsibilities

The **Head of Centre** ensures the centre's obligations as detailed in the regulations are met.

Estimated entries

The **EO** requests estimated or early entry information, where this may be required by awarding bodies, from HoDs by email in a timely manner to ensure awarding body external deadlines for submission can be met.

Final entries

The **Head of Centre** ensures appropriate controls are in place which allow accurate entry data to be submitted to the awarding bodies

The **EO**

- 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
- submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification
- 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
- observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification
- submits final entries to the examining boards via the A2C secure system

HoDs

- provide information requested by the EO to the internal deadline
- check final entry submission information provided by the EO and confirm the information is correct
- inform 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
- with support from Heads of Year, provide guidance to students unsure about exam entries or where amendment to an initial entry is required

If a student's entry in a subject is to be withdrawn or there is to be a change in level or qualification after entries have been made, then the Academic Deputy Headteacher will inform the EO.

Exam fees

Fees charged by the examination boards for internal students are met by the School in most cases.

The **EO**

- provides exam fee information to the Business Manager by the start of the academic year for internal entries
- charges internal SWGS candidates in the following circumstances examination fees:
 - Fees for re-sit entries
 - Fees for students whose attendance is below 85% and where there is no validated reason;

- Fees for subjects not on the curriculum and for which SWGS candidates are prepared independently. Additionally, an administration fee and an invigilation fee may be charged for these independent entries.
- Fees for subjects on the curriculum but which SWGS candidates are prepared independently.
- passes on costs to candidates for any charges made by the examinations boards for enquiries about results and for photocopies or original scripts, unless the request is from a subject teacher where the school will meet the expense.
- charges departments for any amendment of entries which incur a financial penalty from the Examination Board if they arise from that department's error or omission. Changes made by the proper procedures will be met by the school.
- requests a payment from parents for any SWGS candidate if they:
 - withdraw from an exam at their request after the deadline to withdraw them has passed
 - fail to submit sufficient coursework so that a teacher feels unable to enter them
 - fail to sit an exam without producing a medical certificate/appropriate evidence

When parents disagree with the school's decision regarding the entry of a student they may choose to enter the student separately. Under these circumstances parents will be asked to pay for the entry.

Late entries

The EO has clear entry procedures in place to minimise the risk of late entries

HoDs

- minimise 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

SWGS is not a private examination centre but will support current and ex-SWGS students and other external candidates wishing to enter examinations privately where possible. All candidates must be in at least key stage 4 (or equivalent) to be considered for entry. These entries are paid for by the candidates, together with an administration charge at a rate agreed by the Finance Department, and separate invigilation fees if necessary.

Private candidates are accepted at SWGS under the following criteria:

- if they are ex-SWGS students taking an examination that they have previously taken (re-sit). If this includes a practical aspect then the students will be entered for a 'carry-forward' option.
- if they are home-schooled or external candidates taking examinations that are already on offer at the centre and that do not require a practical element to be assessed. The exception to this is the GCSE English Language Spoken Endorsement which is not an essential element of the qualification.
- if they are current SWGS students and are taking community language GCSE examinations as agreed with the senior leadership team and where the oral examination can be conducted by either the SWGS MFL department or by the Wiltshire Council Ethnic Minority and Traveller Achievement Service. Students should take the examinations in year 10.

The final decision on whether a candidate is accepted is made by the Headteacher.

The EO

- collects candidate and entry information for processing
- reviews the request and, in consultation with senior leaders, decides if the centre can accept the candidate. The candidate is required to pay entry fees prior to an entry being made.
- charges private candidates examination and administration fees in agreement with the Finance Department
- provides private candidates with the same information (including JCQ documents) and arrangements as internal candidates

Re-sit decisions are the student's responsibility with advice available from subject teachers, HoDs and the Head of 6th Form.

Candidate statements of entry

The **EO** provides candidates with statements of entry for checking

Candidates confirm entry information is correct or notify the EO of any discrepancies

Pre-exams: roles and responsibilities

The **Head of Centre** ensures the Centre's obligations as detailed in the regulations are met.

Access arrangements and reasonable adjustments

The **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 documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it
- 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

The **EO**

- 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 access arrangement)
- ensures the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher or learning support assistant. Where the candidate's own subject teacher or learning support assistant is used, a separate invigilator must always be present
- provides cover sheets for access arrangement candidates' scripts where required for particular arrangements

Briefing candidates

The **EO**

- issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies have identified
- prior to exams issues relevant JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, social media and written examinations)
- briefs candidates prior to both the mock and summer exam season
- issues relevant awarding body information to candidates
- issues a centre Examinations Handbook to candidates
- provides exam information to parent/carers and members of staff

Arrangements for dispatch of exam scripts

The **EO** identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

Invigilation Arrangements

The EO

- provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to Centre-specific arrangements
- 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, prompter, reader or scribe) are accommodated on a 1:1 basis.
- allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios

The **SENCo** liaises with the EO regarding facilitation and invigilation of access arrangement candidates

Seating and identifying candidates in exam rooms

Senior Leaders or Department staff identify internal candidates prior to entering the examination room.

The EO

- ensures a procedure is in place to verify the identity of all candidates
- provides seating plans for exam rooms according to JCQ and awarding body requirements
- ensures candidates with access arrangements are identified on the seating plan; invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded
- checks the photographic ID of any external candidate prior to entry into the examination room

Invigilators

- check the identity of any candidates they are unsure about with the EO
- seat candidates in exam rooms as instructed by the EO/on the seating plan

Security of exam materials

The EO

- confirms appropriate arrangements are in place to ensure that confidential materials, including pre-release material and set assignments, are only handed over to those authorised by the Head of Centre
- ensures access to the secure room is restricted and staff approved by the Head of Centre are accompanied by a keyholder at all times.
- 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
- ensures that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- ensures the secure storage facility contains only current and live confidential material
- ensures that examination stationery, e.g. answer booklets and formula booklets are stored in a secure room
- ensures the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process. Printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials.
- reports immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials

Reception staff follow the process to log confidential materials delivered to/received by the centre prior to handover to the EO or designated Senior Leader for transferal to 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

The EO

- 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 as a last resort, once all other options have been exhausted and according to the centre's policy)
- provides a face-to-face brief to overnight supervision candidates and their parents on the procedures to be followed in accordance with ICE chapter 8 for overnight supervision and asks parents and candidates to sign appropriate forms to indicate agreement for the arrangements.
- completes and uploads the overnight supervision forms to Access Arrangements Online by the requested deadline.
- identifies exam rooms and specialist equipment requirements
- liaises with the Site Manager to ensure exam rooms are set up according to JCQ and awarding body requirements

Internal exams

The EO

- prepares for the conduct of internal exams/assessments 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 for secure storage prior to the exam
- arranges invigilation
- implements agreed access arrangements for candidates

The **SENCo** agrees appropriate arrangements with the EO for access arrangements for candidates

Teaching staff provide exam papers and materials to the EO

Exam time: roles and responsibilities

The **Head of Centre** ensures the Centre's obligations as detailed in the regulations are met.

Emergency Access arrangements

The EO

- has a process in place to deal with emergency/temporary access arrangements as they arise at the time of exam
- liaises with the SENCo to apply for emergency approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

Candidate absence

Candidates (or their parent/carers)

- contact the EO as soon as possible if the candidate will be absent from an exam
- are charged relevant entry fees for unauthorised absence from exams

The EO

- will try to contact any candidates missing from an exam as soon as possible in the following ways:
 - checking for absence messages with the Attendance Officer and Receptionist
 - checking with the appropriate Head of Year for any information
 - asking Head of Year to contact student and/or parent by phone

- will delay the start of the exam, where possible, whilst confirmation on the whereabouts of the missing candidate is made
- will keep the relevant invigilators informed on the missing candidate

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

Candidate late arrival

The EO

- ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room using CAP to timescale
- warns candidates that their script may not be accepted by the awarding body
- briefs any candidates who arrive late for an exam prior to entry into the examination room
- updates the lead invigilator on the situation and ensures that the candidate's papers are ready for their arrival

Senior Leaders if possible, arrange to supervise any candidate that will be very late arriving from the start of the exam time until arrival to ensure exam conditions are being maintained.

Invigilators ensure that relevant information is recorded on the exam room incident log

Candidates that arrive late or very late for an exam will be allowed to enter the exam and sit the exam.

Dispatch of exam scripts

The EO

- dispatches scripts as instructed by JCQ and awarding bodies
- keeps appropriate records to track dispatch

Exam papers and materials

The EO

- organises exam question papers and associated confidential resources in date order in the secure storage facility
- attaches erratum notices received to relevant sealed question paper packets
- collates attendance registers and exam details/yellow labels in date order
- regularly checks mail or email inbox for updates from awarding bodies
- in order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage checks the question paper packet is correct before it is opened. This '*second pair of eyes check*' will take place at the point of opening the paper packets and must be recorded
- ensures that script packages are available at the agreed pickup point 15minutes before the beginning of the collection slot.
- releases exam papers and materials to teaching departments for teaching and learning purposes no earlier than 24 hours after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

Exam rooms

The Head of Centre

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

- candidates are allowed to bring in clear disposable or reusable water bottles containing a clear liquid. All labels must be removed. If candidates are using a reusable water bottle with a large lid then the inside of the lid must be shown to the invigilator prior to entry into the exam room.
- candidates are only allowed food in the exam room if previously agreed to by the SENCO. Food must be in a see-through container with no packaging.
- candidates sitting back-to-back exams are allowed food in between the exams. Food must be in a see-through container with no packaging and handed into the invigilator on entry into the exam room.
- medicine for candidates must be in clearly labelled packaging and handed to the invigilator on arrival in the exam room.
- ensures the centre's policy on **candidates leaving the exam room** temporarily is clearly communicated to candidates
 - candidates are allowed to leave the exam room for the toilet when accompanied by an invigilator. This is not permitted in the first 30 minutes of the exam or the last 15 minutes. Candidates are not given any extra time if they visit the toilet, except if this has been previously agreed with the SENCO.
 - if a candidate feels ill during the exam they should try and attract the attention of an invigilator before leaving the room. If they cannot, then they should leave the room and an invigilator will follow.
 - candidates should have their rest breaks at their desk, unless previously agreed with the SENCO. In this case, the SENCO will have agreed with the candidate the number of rest breaks and maximum length of each one. Candidates are not allowed to start a rest break in the first 30 minutes of an exam.
- ensures the centre's policy on clothing is clearly communicated to candidates to maintain exam integrity

The EO

- 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 through a Daily Invigilator Brief
- ensures sole invigilators can summon assistance via a mobile phone. The mobile phone is only allowed to be used for this specific purpose and must be kept on silent mode
- ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- 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
- ensures a roving invigilator is allocated when required

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
- ensure a procedure is in place in case of an emergency evacuation (stay safe)

The Emergency Evacuation Procedure (exams) and Stay Safe Procedure (exams) is at [Appendix 8](#).

The Site Manager

- ensures exam rooms are available and set up as requested by the EO
- ensures grounds or centre maintenance work does not disturb exam candidates in exam rooms
- ensures fire alarm testing does not take place during exam sessions

Invigilators conduct exams in every exam room according to *JCQ Instructions for conducting examinations* and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

Candidates

- are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- are required to remain in the exam room for the full duration of the exam

Irregularities

The **Head of Centre** ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

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

The EO

- 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

Malpractice

See *Irregularities* above and [appendix 3](#).

Special consideration

Senior leaders support eligible applications for special consideration by signing appropriate evidence

The EO

- sends out details of the special consideration procedure prior to the start of the exam season.
- processes eligible applications 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 by the external deadline

Candidates complete and return the special consideration form and provide appropriate evidence to support special consideration applications, where required. Special consideration should, ideally, be requested by the candidate themselves, although special consideration requests made by the parent/carer on behalf of the candidate can be considered. In exceptional circumstances special consideration requests will be accepted from the appropriate Head of Year

Unauthorised items

Invigilators

- remind candidates about unauthorised items during the exam briefing
- store all unauthorised items in a 'valuables' box either in the exam room or (in the case of the main hall) in the main office

Candidates

- are briefed on the unauthorised items procedure by the EO
- are expected to store their bags and other items in their lockers, 6th form block, or on the pegs in the N block.
- are responsible for collecting their items at the end of the exam.

Internal exams

The EO

- runs the internal exams in accordance with JCQ guidance and using the same procedures as with external exams
- returns candidate scripts to teaching staff for marking
- informs the SENCO and SEN Admin on the access arrangement candidates have used in each exam.
- securely stores mock exam papers for year 11 & 13 candidates in accordance with guidance.

Invigilators

- conduct internal exams in accordance with JCQ guidance and as briefed by the EO
- hand in scripts for candidates who have used extra time to SEN Admin for copying.

Results and post-results: roles and responsibilities

The **Head of Centre** ensures the centre's obligations as detailed in the regulations are met.

Internal/Centre assessment

Senior leaders

- ensure 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
- ensure work is returned to candidates after the retention period or disposed of according to the requirements

Managing results days

Senior leaders

- identify centre staff who will be involved in the main summer results days and their role
- ensure senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services
- ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly
- work with the Head of Sixth Form to ensure procedures for managing the main summer results days are in place

The **Site Manager** ensures the centre is open and accessible to centre staff and candidates, as required for the collection of results

Accessing results

The 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
- understands that it is not permitted to withhold provisional results from candidates under any circumstances

The EO

- 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

The **Head of Sixth Form** informs candidates in advance of when and how results will be released to them for each exam series

Post-results services

The Head of Centre

- ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal – see [appendix 2](#)
- ensures that senior members of centre staff are available immediately after the publication of results
- understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

The EO

- provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- 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 to collect candidate informed consent (**after** the publication of results) and fees where relevant
- submits requests to awarding bodies to meet the external deadline for the particular service
- tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- updates centre results information, where applicable
- agrees with Business Manager whether FSM or bursary students should be required to pay for post-results services or if these costs will be covered by the school. The school will review each request individual.

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

Analysis of results

The **Designated Senior Leader** provides analysis of results to appropriate centre staff

The **EO** undertakes the DfE School and College Checking Exercises (where applicable to the Centre)
<https://check-your-performance-measures-data.education.gov.uk/hc/en-gb>

Certificates

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

The EO

- arranges for certificate collection by candidates:
 - Students still at SWGS receive certificates through form tutors
 - Ex year 13 students receive certificates at the Christmas Tea
 - All other students are emailed to arrange collection of certificates
- destroys certificates after 3 years in storage. A record of destruction is kept which includes the candidate name, number, awarding body, qualification and exam series.

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

Exams review: roles and responsibilities

The EO

- collects and evaluates feedback from staff, candidates and invigilators to inform an exams review
- provides Senior Leaders 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

The **Designated senior leader** works with the EO to produce a plan to action any required improvements identified in the review

Retention of records: roles and responsibilities

The **EO**

- keeps records as required by JCQ and awarding bodies for the required period
- keeps records as required by the centre's records management policy

Appendix 1 : Contingency Plan and Escalation Process

This plan examines potential risks and issues that could cause disruption to the examination/assessment process at South Wilts Grammar School. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our processes.

Alongside internal processes, this plan is informed by the Ofqual (and Northern Ireland Council for the Curriculum, Examinations and Assessment) **Exam system contingency plan: England, Wales and Northern Ireland** which provides guidance in the publication *What schools and colleges and other Centres should do if exams or other assessments are seriously disrupted*, the **JCQ Joint Contingency Plan** for the Examination System in England, Wales and Northern Ireland and the JCQ document **Preparing for disruption to examinations** (Effective from 11 October 2021).

This plan also confirms South Wilts Grammar School's compliance with JCQ's **General Regulations for Approved Centres** (GR 5.3) that the Centre has in place a written contingency plan which covers all aspects of examination/assessment administration and delivery for inspection that must be reviewed and updated annually and (GR 3.21) that the Centre has procedures in place to maintain the security of user accounts.

Purpose of the Contingency Plan

This plan examines potential risks and issues that could cause disruption to the exams process at SWGS. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

The contingency plan covers all aspects of examination/assessment administration and delivery.

South Wilts Grammar School has at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

Possible causes of disruption to the exam process

Exam Officer extended absence at key points in the exam cycle

Key tasks required in the management and administration of the exam cycle not undertaken including:

Planning

- *annual data collection exercise not undertaken to collate information on qualifications and awarding body specifications being delivered*
- *annual exams plan not produced identifying essential key tasks, key dates and deadlines*
- *sufficient invigilators not recruited*

Entries

- *awarding bodies not being informed of early/estimated entries which prompts release of early information required by teaching staff*
- *candidates not being entered with awarding bodies for external exams/assessment*
- *awarding body entry deadlines missed or late or other penalty fees being incurred*

Pre-exams

- *invigilators not trained or updated on changes to instructions for conducting exams*
- *exam timetabling, rooming allocation and invigilation schedules not prepared*
- *candidates not briefed on exam timetables and awarding body information for candidates*
- *confidential exam/assessment materials and candidates' work not stored under required secure conditions*
- *internal assessment marks and samples of candidates' work not submitted to awarding bodies/external moderators*

Exam time

- *exams/assessments not taken under the conditions prescribed by awarding bodies*

- *required reports/requests not submitted to awarding bodies during exam/assessment periods, for example very late arrival, suspected malpractice, special consideration*
- *candidates' scripts not dispatched as required for marking to awarding bodies*

Results and post-results

- *access to examination results affecting the distribution of results to candidates*
 - *the facilitation of the post-results services*

Centre actions to mitigate the impact of the disruption:

- *If the EO is absent for an extended period during key points in the exam cycle, the Senior Leader with specific responsibility for exams will liaise with the Exams Assistant to ensure the tasks are completed accurately and on time.*

SENCo extended absence at key points in the exam cycle

Key tasks required in the management and administration of the access arrangements process within the exam cycle not undertaken including:

Planning

- *candidates not tested/assessed to identify potential access arrangement requirements*
- *Centre fails to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010*
- *evidence of need and evidence to support normal way of working not collated*

Pre-exams

- *approval for access arrangements not applied for to the awarding body*
- *Centre-delegated arrangements not put in place*
- *modified paper requirements not identified in a timely manner to enable ordering to meet external deadline*
- *staff (facilitators) providing support to access arrangement candidates not allocated and trained*

Exam time

- *access arrangement candidate support not arranged for exam rooms*

Centre actions to mitigate the impact of the disruption:

- *If the SENCo were absent for an extended period at key points of the exam cycle, the Deputy Head - Pastoral would ensure the tasks were completed accurately and on time.*

Teaching staff extended absence at key points in the exam cycle

Key tasks not undertaken including:

- *Early/estimated entry information not provided to the EO on time; resulting in pre-release information not being received*
- *Final entry information not provided to the EO on time; resulting in candidates not being entered for exams/assessments or being entered late/late or other penalty fees being charged by awarding bodies*
- *Non-examination assessment (including controlled assessments and coursework) tasks not set/issued/taken by candidates as scheduled*
- *Candidates not being informed of centre assessed marks before marks are submitted to the awarding body and therefore not being able to consider appealing internal assessment decisions and requesting a review of the centre's marking*
- *Internal assessment marks and candidates' work not provided to meet awarding body submission deadlines*

Centre actions to mitigate the impact of the disruption:

- *Each subject has a Head of Department and allocated member of the Senior Leadership Team who would work together to ensure the tasks were completed accurately and on time.*

Invigilators – lack of appropriately trained invigilators or invigilator absence

- *Failure to recruit and train sufficient invigilators to conduct exams*

- *Invigilator shortage on peak exam days*
- *Invigilator absence on the day of an exam*

Centre actions to mitigate the impact of the disruption:

- Each new academic year check ongoing availability of invigilators before the mock exams and follow the process for recruitment if necessary.
- The Exams Office online training modules are used for invigilator training, allowing more flexibility in conducting the training/refresher training and can easily be used for new invigilators or existing staff at short notice.
- If there is an on the day invigilator absence or invigilator shortage on peak exam days , invigilators who have not been allocated will be approached in the first instance. Then part time staff who occasionally invigilate will be contacted. After this, the Senior Leadership Team will decide on who can be utilised in the exam room.
- As a last resort, it may be necessary to move the session to another session and ensure the students are supervised as required.

Exam rooms: lack of appropriate rooms or main room unavailable at short notice

- *EO unable to identify sufficient/appropriate rooms during exams timetable planning*
- *Insufficient rooms available on peak exam days*
- *Main exam venues unavailable due to an unexpected incident at exam time*

Centre actions to mitigate the impact of the disruption:

- Contingency plan provides alternative rooming options on site if exam rooms are not available at short notice.
- EO will look to use all available space, including the Senior Leadership Team's offices for students requiring this facility, and securing the Drama and PE facilities.
- As a last resort, it may be necessary to move the session to another session and ensure the students are supervised as required.
- SWGS will contact our contingency providers at Five Rivers Health and Wellbeing Centre or Salisbury Rugby Club to request use of their buildings.

Exam Rooms Not Available	Contingency Arrangements
Main Hall Total candidates: 120	Small Hall M21-M26 (Maths Block) Total candidates: 127
Gym Total candidates: 84	Small Hall M21-M26 (Maths Block) Total candidates: 127
B Block (small room and individual room users) Total candidates: 15	N10 (16 candidates) Individual classrooms/offices
No exam rooms available on SWGS Site	Salisbury Rugby Club Five Rivers Health & Wellbeing Centre Stratford Social Club

Cyber Attack

Where a cyber-attack may compromise any aspect of delivery

SWGS have a comprehensive Risk Protection Cyber Response Plan which is reviewed every year.

Procedures are in place to maintain the security of user accounts by:

- a) ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training which includes:
 - i. the importance of creating strong unique passwords
 - ii. keeping all account details secret
 - iii. the critical role of multi-factor authentication (MFA) in protecting against unauthorized access
 - iv. how to properly set up and use MFA
 - v. an awareness of all types of social engineering/ phishing attempts
 - vi. the importance of staff quickly reporting any suspicious activity
- b) enabling additional security settings wherever possible
- c) updating any passwords that may have been exposed
- d) setting up secure account recovery options
- e) reviewing and managing connected applications
- f) monitoring accounts and regularly reviewing account access, including removing access when no longer required
- g) ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for Centres on cyber security*. Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body
- SWGS is registered with the National Cyber Security Centre's Police Cyber alarm and has a Cyber response plan in place.
- SWGS has a Cyber audit every 2 years, which highlights areas SWGS could improve upon.
- Between the Police report and Cyber audit, SWGS will monitor our IT security annually.
- SWGS backs up its data both on and off-site, meaning there should be no more than one day's data lost and our MIS should be available within 24 hours
- Prior to exams, the seating plans and access arrangement registers will be printed. These can be used to send back to exam boards.
- Students who have a laptop for their exams will not be affected, as the laptops are standalone and their work can be exported and printed via USB stick.

Failure of IT systems

- *IT system corruption affecting candidates' work*
- *SIMS failure at final entry deadline*
- *SIMS failure during examination preparation*
- *Power outage immediately prior to or during an on-screen examination*
- *SIMS failure at results release time*

Centre actions to mitigate the impact of the disruption:

- Ensure that the candidate's work is backed up every 24 hours, including off-site
- Ensure all entries are made well within the examining board deadlines
- Regularly save the examination seating plans and registers so they can be printed and hand amended if needed
- Contact examining bodies immediately a power outage occurs if it does not quickly reset
- Contact examining bodies for alternative means of receiving results

Emergency evacuation of the exam room or Centre lockdown

Whole Centre evacuation or lockdown during exam time due to serious incident resulting in exam candidates being unable to start, proceed with or complete their exams.

Centre actions to mitigate the impact of the disruption:

- Consider moving the start time of the exam
- Contact examining bodies as soon as possible to agree alternative procedures

Centre closed for extended period – disruption to teaching time in the weeks before an exam

Centre closed or candidates are unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning

- Where there is disruption to face-to-face teaching time, students will still be prepared for their exams via remote learning. Students who do not have access to their own laptops at home, will be provided with one from school for the duration of the disruption.

Centre at risk of not being able to open during exam period

Centre at risk of being unable to open as normal for scheduled examinations

Actions must focus on options to enable candidates to take their exams

- Consider moving the start time of the exam
- SWGS will contact our contingency providers at Five Rivers Health and Wellbeing Centre or Salisbury Rugby Club to request use of their buildings.
- Arrangements will be put in place to transfer exam furniture.
- Examination papers will be securely transported both before and after the exam by the EO and Exams Assistant
- Students will be informed in advance of the change of venue, by email and/or phone, or they will be met at school by SWGS staff.
- Students will be provided with guidance and support and supervised if there is a delay in starting the examination

Candidates at risk of not being able to take exams – Centre remains open

Candidates at risk of being unable to attend the examination Centre to take examinations as normal

Actions must focus on options to enable candidates to take their exams

- If a student is unable to take their examinations as scheduled, it will be investigated to see whether they may take them at an alternative venue (hospital/home).
- If they are unable to sit their examinations at all, they will be advised they can be entered by SWGS during the next examination series.

Disruption in the distribution of examination papers

Disruption of examination papers to the Centre in advance of examinations

- Awarding organisations are to provide Centres with electronic access to examination papers via a secure external network. SWGS would ensure electronic copies are received, the correct number of copies produced and stored under secure conditions.
- Awarding organisations would provide guidance on the conduct of examinations in such circumstances. As a last resort, and in close collaboration with Centres and regulators, awarding organisations to consider scheduling of the examination on an alternative date.

Delay in collection arrangements for completed examination scripts

Delay in normal collection arrangements for completed examination scripts/assessment evidence

- As SWGS are part of the national 'yellow label' service, we would contact the relevant awarding bodies for advice and instructions and will not make our own arrangements for transportation unless told to do so by the awarding body.
- SWGS will keep any completed scripts under secure storage until they are able to be distributed.

Assessment evidence is not available to be marked

Large scale damage to or destruction of completed examination scripts/ assessment evidence before it can be marked

Completed examination scripts/assessment evidence does not reach awarding organisations

- Awarding organisations will generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations. Where marks cannot be generated by awarding organisations candidates may need to retake affected assessment in a subsequent assessment series.

Centre unable to access or distribute results as normal

Centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services.

Distribution of results

- SWGS to make arrangements to access its results at an alternative site, in agreement with the relevant awarding organisation.
- SWGS will share facilities with other Centres if this is possible, in agreement with the relevant awarding organisation.

Facilitation of post-results services

- If SWGS are unable to provide face-to-face post-results services, then all support will be provided by email or telephone.
- SWGS will contact the relevant awarding organisation if electronic post-results requests are not possible, to discuss the option of reviewing the deadline.

Purpose of the Escalation Process

To confirm the main duties and responsibilities to be escalated should the Head of Centre or a member of the senior leadership team with oversight of examination administration, be absent.

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to other members of the senior leadership team.

To support understanding of the regulations and requirements, the following JCQ publications will be referenced:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice – Policies and Procedures
- A guide to the special consideration process

Main duties and responsibilities relate to:

- Third party arrangements
- Centre status
- Confidentiality
- Communication
- Recruitment, selection and training of staff
- Internal governance arrangements
- Delivery of qualifications
- Public liability
- Conflicts of interest
- Controlled assessments, coursework and non-examination assessments
- Security of assessment materials
- National Centre Number Register

- Centre inspections
- Policies available for inspection
- Information for Candidates: Privacy Notice
- SWGS Invigilator Handbook for conducting exams

Before examinations (Entries and Pre-exams)

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to entries and exam preparation will be escalated other members of the senior leadership team.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (section 5)
- Instructions for conducting examinations (sections 1-15)
- Access Arrangements and Reasonable Adjustments (sections 4-8)

Main duties and responsibilities relate to:

Access Arrangements and reasonable adjustments, Entries, Centre assessed work and information for candidates.

Process for gathering evidence of candidate assessment performance

In accordance with JCQ's **General Regulations for Approved Centres** (GR 3.16) SWGS will run mock exams under exam conditions within 6 months of the formal exam season. These papers will be securely stored until after results have been published.

During examinations (Exam time)

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to during exam time will be escalated to other members of the senior leadership team.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (sections 3, 5)
- Instructions for conducting examinations (sections 16-31)
- Arrangements and Reasonable Adjustments (section 4-8)
- A guide to the special consideration process (sections 2-7)

Main duties and responsibilities relate to:

Conducting examinations and assessments, Malpractice and Retention of candidate's work.

After examinations (Results and Post-Results)

In the event of the absence of the Head of Centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to other members of the senior leadership team.

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (section 5)

Main duties and responsibilities relate to:

Results, post results services and appeals, Certificates

Succession Arrangements

The Examination Officer is required to give 3months notice of resignation. During this period a member of staff will be fully trained to cover the Examination Officers role and to support the new Examination Officer on arrival. The Assistant Headteacher in charge of exams has a detailed working knowledge of the examination procedures used at SWGS.

Appendix 2 – Internal Appeals Procedure

Appeals relating to internal assessment decisions (Centre assessed marks)

The **Head of Centre** ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking – see also [appendix 4](#) and the SWGS Complaints Policy and Procedure.

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by South Wilts Grammar School and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The qualifications delivered at South Wilts Grammar School containing internally assessed components/units are:

8202 – GCSE Art (Fine Art)	7202 – A Level Art (Fine Art)
8552 – GCSE Design Technology	7517D – A Level Computer Science
J316 – GCSE Drama	7552 – A Level Design Technology
8700 – GCSE English Language	7262 – A Level Drama and Theatre Studies
8585 – GCSE Food Technology and Nutrition	7702 – A Level English Language
1MU0 – GCSE Music	9ETO – A Level English Literature
J587 – GCSE Physical Education	H481 – A Level Geography
	9H10 – A Level History
	9MU0 – A Level Music
	H555 – A Level Physical Education
	ZPJ30 – Level 3 Extended Project Qualifications

This procedure confirms South Wilts Grammar School compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the Centre will:

- have in place for inspection a written internal appeals procedure relating to internal assessment decisions, that must be reviewed and updated annually, and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their Centre assessed marks and allow a candidate to request a review of the Centre's marking

Examining Boards deadline for submission of marks (SWGS deadlines will be earlier and will take into account holidays and weekends)

Date	Qualification	Details	Exam Series
10/1/2026	Level 3 EPQ	Pearson deadline for submitting EPQ marks	January 2026
15/3/2026	GCE and GCSE	OCR deadline for submitting J587 & H555 PE marks	Summer 2026
7/5/2026	GCSE	AQA deadline for submitting 8552, 8700 & 8585 marks	Summer 2026
15/5/2026	GCE and GCSE	Main AQA, OCR and Pearson deadline	Summer 2026
31/5/2026	GCE and GCSE	AQA deadline for submitting 8202 and 7202 art marks	Summer 2026

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

South Wilts Grammar School ensures that all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to non-examination assessments for GCE, GCSE, Project qualifications, including the

marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, have been trained in this activity and do not have any potential conflicts of interest. If AI tools have been used to assist in the marking of candidates' work, they will not be used as the sole marker. South Wilts Grammar School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

South Wilts Grammar School will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body
2. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate within 5 school days (this will either be the originals viewed under supervised conditions or copies).
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
6. provide candidates with sufficient time (normally 5 school days) to allow them to review copies of materials and reach a decision
7. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 school days of receiving copies of the requested materials, or after making the initial request for review if materials are not required. The requests must be made by completing the **internal appeals form**
8. allow 5 school days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks
9. ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the Head of Centre who will make the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

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

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media, AI infographic) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

South Wilts Grammar School ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the Centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, South Wilts Grammar School will:

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals form** should be completed and submitted within 5 school days of the decision being made known to the appellant
- The appellant will be informed of the outcome of the appeal within 5 school days of the appeal being received and logged by the centre.

Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms South Wilts Grammar School compliance with JCQ's **General Regulations for Approved Centres** (section 5.13) that the Centre will 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 application for a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Students are provided with this information via email prior to results day. Copies of the post-results services form are available on results day and via email on request. The form details deadlines and fees charged.

Candidates are made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of Centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking.

A candidate has the right to request and pay for any of the post-results services listed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking

For candidates in receipt of free school meals or Sixth Form bursary, the school will support the request for post-results services and will pay the appropriate fees:

- where a place at university is at risk, a Priority Service 2 review of marking will be requested
- where a place at university or college is not at risk, a service 2 review of marking will be requested. In this instance, the candidates will be asked to request the access to script service first and ask the Head of Department to review the script and advise on accuracy of marking.

If it is felt that the marking scheme was correctly applied, then the school will not support the request for post-results services and will not pay the appropriate fees. If the candidate (or their parent/carer) believes there are grounds to appeal against the Centre's decision not to support a review of results, an internal

appeal can be submitted to the Centre by completing the **internal appeals form** at least 5 calendar days prior to the internal deadline for submitting a request for a review of results.

Where a candidate requests a review of marking, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by completing the post-results services form (and paying the required fee) for this service to the centre by the deadline set by the centre
- For a clerical recheck and review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script. After accessing the script, suggest to the candidate that they ask the relevant department to review the script and advise if it appears that the marking scheme was correctly followed.
- Inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required after scripts have been reviewed in department, this must be submitted by the deadline set by the centre by completing the post-results services form (and paying the required fee) for this service to the centre by the deadline set by the centre

It is important that the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded.

Scripts can be used by teaching staff in departments for teaching and learning purposes with consent from individual candidates. This consent is collected after the publication of results.

A review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation. For any moderated components that contributed to the final result, the centre will:

- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications **Post-Results Services** and **JCQ Appeals Booklet** (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

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

The **internal appeals form** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the EO). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Appeals regarding Centre decisions relating to access arrangements and special consideration

This procedure confirms South Wilts Grammar School's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the Centre will have in place for inspection a written internal appeals procedure, that must be reviewed and updated annually, which must cover at least appeals regarding Centre decisions relating to access arrangements and special consideration

SWGS will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process** and follow the guidance in the SWGS Access Arrangements Policy
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, SWGS:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the Centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the Centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where SWGS has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include SWGS' decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where SWGS makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the Centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the Head of Centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre. If the appeal is upheld, SWGS will proceed to implement the necessary arrangements/submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause SWGS to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where SWGS may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

INTERNAL APPEALS FORM

What type of appeal is being made:

- ☐ Appeal against the Centre's decision not to support an appeal, a clerical re-check or review of marking
- ☐ Appeal against the Centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the Centre's decision relating to an administrative issue
- ☐ Appeal on any other grounds

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

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	
Please state the grounds for your appeal below:			
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed			
Appellant signature:		Date of signature:	

This form must be signed, dated and returned to the EO on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure

FOR CENTRE USE ONLY	
Date received	
Reference No.	

INTERNAL APPEALS FORM – APPEAL AGAINST AN INTERNAL ASSESSMENT DECISION

This form should be completed in all cases to request a review of marking for NEA assessment decisions. This form must be signed, dated and returned to the Exams Officer a maximum of 5 school days after marks were received.

Candidate name and exam number		Qualification type (GCSE/A Level)	
Subject		Unit/module/ exam paper code and title	
I wish to review my work to consider an appeal. I understand I have 5 school days to complete my review and appeal my mark.			YES/NO
(if applicable following my review) I wish to appeal my mark on the grounds stated below.			YES/NO
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed			
Appellant signature:		Date of signature:	
By signing here, I am confirming that I understand my NEA work will be re-assessed by an independent assessor who will decide whether the marks awarded for my NEA are in line with the standards applied by SWGS. I understand that my NEA marks could go down, go up or stay the same as a result of this appeal.			

FOR CENTRE USE ONLY			
Date appeal received		Date work reviewed	
Name of reviewer		Signature of reviewer	
Decision:	Marks moved up to ____	Marks moved down to ____	Marks remain the same at ____
Date student informed		Date review closed	

Appendix 3 – Malpractice

Malpractice is any act, default or practice which is:

- a breach of the Regulations
- a breach of awarding body requirements regarding how a qualification should be delivered
- a failure to follow established procedures in relation to a qualification

which:

- gives rise to prejudice to candidates
- compromised public confidence in qualifications
- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate
- damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre

Candidate malpractice

'Candidate malpractice' means malpractice by a candidate in connection with any examination or assessment, including the preparation and authentication of any controlled assessments, coursework or non-examination assessments, the presentation of any practical work, the compilation of portfolios of assessment evidence and the writing of any examination paper.

Centre staff malpractice

'Centre staff malpractice' means malpractice committed by:

- a member of staff, contractor (whether employed under a contract of employment or a contract for services) or a volunteer at a centre; or
- an individual appointed in another capacity by a centre such as an invigilator, a prompter, a reader or a scribe

Centre malpractice

Centre malpractice normally involves malpractice where there is an element of systemic failure, a breach of policies or widespread malpractice such that a centre-level sanction is appropriate.

General principles

In accordance with the regulations South Wilts Grammar School will:

- Take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after examinations have taken place
- Inform the awarding body immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- As required by an awarding body, gather evidence of any instances of alleged or suspected malpractice (which includes maladministration) in accordance with the JCQ publication **Suspected Malpractice - Policies and Procedures** and provide such information and advice as the awarding body may reasonably require
- Ensure any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*

South Wilts Grammar School has in place robust processes to prevent and identify malpractice, as outlined in section 3 of the JCQ publication **Suspected Malpractice – Policies and Procedures**. This includes ensuring that all staff involved in the delivery of assessments and examinations understand the requirements for conducting these as specified in the following JCQ documents and any further awarding body guidance.

Informing and advising candidates

Candidates will be informed prior to the exam season about the malpractice policy and expectations through an exams brief and by information provided in the SWGS Examination Handbook.

Use of Artificial Intelligence (AI)

AI use refers to the use of AI tools to obtain information and content which might be used in work produced for assessments which lead towards qualifications. Misuse of AI tools in relation to qualification assessments at any time constitutes malpractice.

Further details on the use of AI is available in the JCQ document 'AI Use in Assessments: Protecting the Integrity of Qualifications' and the SWGS Use of Artificial Intelligence Policy.

Reporting suspected malpractice to the awarding body

- Once suspected malpractice is identified, any member of staff at the centre can report it using the appropriate channels highlighted in the Whistleblowing Policy.
- The Head of Centre will notify the appropriate awarding body immediately of all alleged, suspected or actual incidents of malpractice, using the appropriate forms, and will conduct any investigation and gathering of information in accordance with the requirements of the JCQ publication **Suspected Malpractice: Policies and Procedures**
- The Head of Centre will ensure that where a candidate who is a child/vulnerable adult is the subject of a malpractice investigation, the candidate's parent/carer/ appropriate adult is kept informed of the progress of the investigation (SMPP 4.1.3)
- Form JCQ/M1 will be used to notify an awarding body of an incident of candidate malpractice. Form JCQ/M2 will be used to notify an awarding body of an incident of suspected staff malpractice/maladministration
- Malpractice by a candidate discovered in a controlled assessment, coursework or non- examination assessment component prior to the candidate signing the declaration of authentication need not be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately
- If, in the view of the investigator, there is sufficient evidence to implicate an individual in malpractice, that individual (a candidate or a member of staff) will be informed of the rights of accused individuals
- Once the information gathering has concluded, the Head of Centre (or other appointed information-gatherer) will submit a written report summarising the information obtained and actions taken to the relevant awarding body, accompanied by the information obtained during the course of their enquiries

Communicating malpractice decisions

Once a decision has been made, it will be communicated in writing to the Head of Centre as soon as possible. The head of Centre will communicate the decision to the individuals concerned and pass on details of any sanctions and action in cases where this is indicated. The Head of Centre will also inform the individuals if they have the right to appeal.

Appeals against decisions made in cases of malpractice

South Wilts Grammar School will provide the individual with information on the process and timeframe for submitting an appeal, where relevant

Appendix 4: Management of the Non-Examination Assessments

Roles and Responsibilities:

Head of Centre

- ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the Centre's safeguarding responsibilities
- ensures only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- before submitting marks to the awarding body ensures candidates are informed of their Centre assessed marks and allows a candidate to request a review of the Centre's marking
- ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the Centre to carefully check the marks it is submitting to an awarding body)
- ensures submission of Centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the Centre to ensure that moderators receive the correct samples of work to review)

Senior leadership team

- is accountable for the safe and secure conduct of centre assessed components. Ensure assessments comply with JCQ guidelines and awarding bodies' subject-specific instructions.
- ensure that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner's work and have robust processes in place for identifying and reporting plagiarism, AI misuse and other forms of candidate malpractice.
- 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
- ensure teaching staff delivering GCE and 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
- ensure teaching staff delivering qualifications which include (wholly or in part) units of coursework follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
- ensure teaching staff inform candidates of their Centre assessed marks by the SWGS deadline as a candidate may request a review of the Centre's marking before marks are submitted to the awarding body
- ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline
- review all students work where there is a question over accepting coursework due to concerns about malpractice or being able to authenticate sources of AI.

Heads of Department

- understand and comply with the general guidelines contained in the JCQ publication *Instructions for conducting non-examination assessments*.
- ensure that individual teachers understand their responsibilities regarding centre assessed components.
- ensure that individual teachers understand the requirements of the awarding body's specification and are familiar with the relevant teachers' notes, and any other subject specific guidance.
- liaise with the Special Educational Needs Coordinator (SENCo), if applicable, for individual student requirements.
- where appropriate, develop new assessment tasks or contextualize sample awarding body assessment tasks to meet local circumstances, in line with awarding body specifications and control requirements.
- ensure candidates' work is kept secure by locking it away between assessment sessions (if more than one).

- post-completion, retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre
- ensure that students and supervising teachers sign authentication forms on completion of an assessment.
- map overall resource management requirements for the year. As part of this :
 - resolve clashes/ problems over the timing or operation of controlled assessments.
 - resolve issues arising from the need for specific facilities (rooms, IT networks, time out of school etc.)
 - ensure that all staff involved have a calendar of events
- ensure that candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks)
- ensure that criteria for setting, overseeing, marking and submission of NEA marks are met within the deadlines
- liaise with the EO over the uploading of NEA/coursework marks and samples for moderation and/or marking as well as other routine matters associated with NEAs and coursework
- inform the senior leadership team if there are any concerns over malpractice or authentication of a student's work.

Teaching staff

- understand and comply with the awarding body specification for conducting centre assessed components, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website.
- provide students with the relevant JCQ Information to Candidates documents at the start of the academic year.
- supervise assessments (at the specified level of control). Undertake the tasks required under the regulations, only permitting assistance to students as the specification allows.
- provide students with their marks in enough time for a review of the Centre assessed mark to be completed before the deadline for the examining board.

Examinations Officer

- ensure hard copy and electronic confidential materials are received and securely stored until their distribution date, after which they will be signed out to Heads of Department.
- ensure the marks are submitted by the relevant exam board deadline.
- 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
- submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline (or delegates this task to relevant teaching staff)
- 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

SENCo

- ensures access arrangements have been applied for.
- works with teaching staff to ensure requirements for support are met.
- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

Candidates

- submit work that they have produced themselves
- authenticate work according to examining board requirements

Marking and Review Process

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

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

After marking, centre assessed components will be internally moderated and standardised.

Centre assessed marks will be given to the students in time for any appeals to be made and heard before the relevant exam board deadline. See [appendix 2 – internal appeals procedure](#).

Appendix 5: Whistleblowing Policy relating to public exams

This policy sets out the whistleblowing procedures at SWGS. It has been produced by the Senior Leader with specific responsibility for exams, who is fully aware of the contents of this policy and will escalate any instances of malpractice to the relevant awarding body/bodies.

This policy also sets out the principles which allow members of Centre staff and students to feel confident in reporting instances of actual, alleged or suspected malpractice to relevant members of senior leadership.

Introduction

Whistleblowing at South Wilts Grammar School (SWGS) is encouraged, not penalised, and staff are made aware that they have a duty to report any concerns they have about the conduct of examinations.

The head of Centre and governing board at SWGS aim to create and maintain an approach to examinations that reflects an ethical culture and encourages staff and students to be aware of and report practices that could compromise the integrity and security of examinations.

In compliance with section 5.11 of the JCQ's **General Regulations for Approved Centres**, SWGS will:

- take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place;
- inform the awarding body **immediately** of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation;
- as required by an awarding body, gather evidence of any instances of alleged or suspected malpractice (which includes maladministration) in accordance with the JCQ publication **Suspected Malpractice: Policies and Procedures** and provide such information and advice as the awarding body may reasonably require.

Purpose of the policy

This policy:

- encourages individuals to raise concerns, which will be fully investigated by appropriately trained and experienced individuals;
- identifies how to report concerns;
- explains how such concerns will be investigated and sets expectations regarding the reporting of outcomes;
- provides details of relevant bodies to whom concerns about wrongdoing can be reported, including awarding organisations and regulators;
- includes a commitment to do everything reasonable to protect the reporter's identity, if requested;
- sets out how those raising concerns will be supported.

This policy also details the steps that could be taken by an individual involved in the management, administration and/or conducting of examinations if SWGS fails to comply with its obligation to report any alleged, suspected or actual incidents of malpractice or maladministration.

The Whistleblower

A whistleblower is defined as a person who reports an actual or potential wrongdoing and is protected by the Public Interest Disclosure Act 1998, providing they are acting in the public interest.

If the person raising the issue is a worker, this will be considered as whistleblowing and this includes agency staff and contractors.

Reporting

If a member of centre staff involved in the management, administration and/or conducting of examinations (such as EO, exams assistant or invigilator), a student or a member of the public (such as a parent/carers) has a concern or reason to believe that malpractice has or will occur in an examination or assessment,

concerns should normally be raised initially with the member of the senior leadership team with oversight of examination administration.

However, there may be times when it may be more appropriate to refer the issue direct to the governing board, most often when the allegation is against the Head of Centre.

Examples of malpractice

In addition to the centre wide Whistleblowing Policy, this exams-specific policy, includes reference to exams-related breaches including, but not limited to, the following:

- failure to comply with exam regulations as set out by the Joint Council for Qualifications (JCQ) and its awarding bodies;
- a security breach of the examination paper by centre staff which undermines the integrity of the examination;
- unfair treatment of candidates by either giving an advantage to a candidate/group of candidates (e.g., by permitting a candidate an access arrangement which is not supported by appropriate evidence), or disadvantaging candidates by not providing access to the appropriate conditions (providing a 'level playing field');
- possible fraud and corruption (e.g., accessing the exam paper prior to the exam to aid teaching and learning);
- abuse of authority (e.g., the Head of Centre/members of the senior leadership team overriding JCQ and awarding body regulations);
- other conduct which may be interpreted as malpractice/maladministration.

Whistleblowing procedure

If the individual does not feel safe raising the issue/reporting malpractice within the centre, or they have done so and are concerned that no action has been taken, that individual could consider making their disclosure to a malpractice expert at the awarding body for the qualification where malpractice is suspected.

For members of centre staff, it is likely that the Public Interest Disclosure Act (PIDA) offers you legal protection from being dismissed or penalised for raising certain serious concerns ('blowing the whistle'). Whistleblowing rights under PIDA are day one rights. This means that the worker does not need the same two years' service that is needed for other employment rights.

To investigate concerns effectively, the awarding body should be provided with as much information as possible/is relevant, which may include:

- The qualifications and subjects involved;
- The names of staff/candidates involved;
- The regulations breached/specific nature of suspected malpractice;
- When and where the suspected malpractice occurred;
- Whether multiple examination series are affected;
- If the issue has been reported to the centre and what the outcome was;
- How the issue became apparent

Members of the public are not protected by PIDA, but the awarding body will make every effort to protect their identity if that is what they wish, unless the awarding body is legally obliged to release it.

Alternatively, a worker could consider making a disclosure to Ofqual as a prescribed body for whistleblowing to raise a concern about wrongdoing, risk or malpractice.

Anonymity

In some circumstances, the whistleblower might find it difficult to raise concerns with the nominated member of the senior leadership team. If a concern is raised anonymously, the issue may not be able to be taken further if insufficient information has been provided. In such instances, and if appropriate, the allegation may be disclosed to a union representative, who could then be required to report the concern without disclosing its source. Alternatively, whistleblowers or others with concerns about potential malpractice can report the matter direct to Ofqual, who is identified as a 'prescribed body'. Awarding organisations are not prescribed bodies under whistleblowing legislation; however, awarding organisation investigation teams do give those reporting concerns the opportunity for anonymity.

A whistleblower can give their name but may also request confidentiality; the person receiving the information should make every effort to protect the identity of the whistleblower.

Students

Students at SWGS are made to feel comfortable discussing/reporting malpractice issues of which they are aware. The regulations surrounding their assessments, and wider academic integrity, will be reiterated to students who are undertaking, or who are about to undertake, their courses of study.

Appendix 6 - Use of Word Processors in exams

The purpose of an access arrangement/reasonable adjustment is to ensure, where possible, that barriers to assessment are removed for a disabled candidate preventing him/her from being placed at a substantial disadvantage as a consequence of persistent and significant difficulties. The use of a word processor in exams and assessments is an available access arrangement/reasonable adjustment.

The integrity of the assessment is maintained, whilst at the same time providing access to assessments for a disabled candidate.

The SENCo must ensure that the proposed access arrangement/reasonable adjustment does not unfairly disadvantage or advantage a candidate.

The candidate must have had appropriate opportunities to practice using the access arrangement(s)/reasonable adjustment(s) before their first examination.

Purpose of the policy

This policy details how South Wilts Grammar School complies with AA chapter 4 (Managing the needs of candidates and principles for Centres), section 5.8 (Word processor) and ICE (sections 14.20-27) when awarding and allocating a candidate the use of word processor in examinations.

The term 'word processor' is used to describe the use of a computer, laptop or tablet.

The criteria SWGS uses to award and allocate word processors for examinations and assessments

Details on the process of assessment for a word processor by the SWGS qualified assessor is available in the SWGS Access Arrangements Policy. A word processor will only be considered as an access arrangement if it is the normal way of working when completing internal assessments/mock examinations at SWGS.

The Centre will

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

The Centre will not simply grant the use of a word processor to a candidate because they now want to type rather than write in exams or can work faster on a keyboard, or because they use a laptop at home.

Additionally, the use of a word processor would be considered for a candidate in the event of a temporary injury or impairment, or a diagnosis of a disability or manifestation of an impairment relating to an existing disability arising after the start of the course

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

A candidate using a word processor can be accommodated in any of the exam rooms.

In compliance with the regulations the centre will:

- provide a word processor with the spelling and grammar check facility/predictive text disabled (switched off) to a candidate where it is their normal way of working within the centre, unless an awarding body's specification says otherwise
- ensure the candidate is reminded to ensure that their centre number, candidate number and the unit/component code appear on each page as a header or footer e.g. 12345/8001 – 6391/01
- ensure the candidate understands that each page of the typed script must be numbered, e.g. page 1 of 6
- ensure the word processor is set up with 'autosave' to ensure that if there is a complication or technical issue, the candidate's work is not lost
- instruct the candidate to use a minimum of 12pt font and double spacing to make marking easier for examiners
- store the word processors securely between assessments/examinations

The Centre will ensure the word processor

- is only used in a way that ensures a candidate's script is produced under secure conditions
- is not used to perform skills which are being assessed
- is in good working order at the time of the exam
- is accommodated in such a way that other candidates are not disturbed and cannot read the screen
- is used as a typewriter, not as a database, although standard formatting software is acceptable
- is cleared of any previously stored data
- does not include graphic packages or computer aided design software unless permission has been given to use these
- does not have any predictive text software or an automatic spelling and grammar check enabled unless the candidate has been permitted to use speech recognition technology (a scribe cover sheet must be completed), or the awarding body's specification permits the use of automatic spell checking
- does not include computer reading (text to speech) software unless the candidate has permission to use a computer reader
- does not include speech recognition technology unless the candidate has permission to use a scribe or relevant software
- is not used on the candidate's behalf by a third party unless the candidate has permission to use a scribe

Printing the script after the exam has ended

The centre will ensure:

- the word processor is connected to a printer so that a script can be printed off
- the candidate is present to verify that the work printed is his or their own
- a word-processed script is attached to any answer booklet which contains some of the answers
- if a candidate omits to insert the required header or footer, he/she is instructed to handwrite the details as a header or footer; the candidate is supervised throughout this process to ensure that he/she is solely performing this task and not re-reading their answers or amending their work in any way
- that where an awarding body may require a word processor cover sheet, this is included with the candidate's typed script (and according to the relevant awarding body's instructions).

The centre may retain electronic copies of word-processed scripts as the electronic copy of a word-processed script may be accepted by an awarding body where the printed copy has been lost. However, the centre would need to demonstrate to the awarding body that the file has been kept securely. The Head of Centre would be required to confirm this in writing to the awarding body.

Appendix 7 – Complaints Policy (exams)

Purpose of the policy

This policy confirms South Wilts Grammar School's compliance with JCQ's **General Regulations for Approved Centres** in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

A candidate (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of Centre assessed marks
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

Entries

- Candidate not entered for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place

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

Results and Post-results

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

Raising a concern/complaint

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, South Wilts Grammar School encourages the candidate to try to resolve this informally in the first instance by email to the headteacher.

If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint. Please refer to the SWGS Complaints Policy and Procedure for further details.

Appendix 8 – Emergency Evacuation Procedures during Exams

The following procedures are to be used by invigilators in case of emergency.

a) Emergency evacuation of examination room FIRE ALARM - continuous ringing bell

- Ask the candidates to stop working and put down all pens/pencils;
- Note down the time and how long there is left for each of the exams that are taking place;
- Advise all candidates that they must not talk to anyone and examination rules are still in place unless told otherwise;
- Put on the Hi-Viz jacket if supplied in the examination room admin box
- Close all windows and doors if safe to do so
- Inform all candidates that they must report to the allocated area at the edge of the running track on the school field;
- The evacuation route for exams will be displayed on page 2 of the invigilator folder
- Dismiss candidates row by row and ask invigilators to escort the candidates to the collection point, one person leading, the others at regular intervals;
- Students with serious medical needs who have their medication in the exam room are to take this with them
- Constantly remind candidates of the exam conditions and that they will be continuing the exam as soon as possible.

Make sure you take the seating plan with you to refer to as a register

Once candidates arrive on the school field:

- Assemble the candidates from your exam 1.25m apart from each other in the allocated area on the edge of the running track in exam seating plan order;
- Register them;
- The Lead Invigilator will be regularly updated by a member of SLT as to the progress;
- No-one is to re-enter any school buildings until advised by a member of SLT;

Once advised that it is safe to re-enter the building;

- Advise all candidates that they must not talk to anyone and examination rules are still in place unless told otherwise;
- Dismiss candidates row by row and ask invigilators to escort the candidates back to the exam room with one person leading, the others at regular intervals;
- Once back in the exam hall, inform all candidates of the new time that the exam will end and ask them to continue with the exam;
- After the exam make a full report of the incident and of the actions taken;
- Sign the report and present to the school's examinations officer.

b) Emergency examination room procedures if the STAY SAFE - SIREN alert is triggered

- Ask the candidates to stop working and put down all pens/pencils, noting the time of interruption and asking an invigilator to close the curtains and lock the doors;
- Tell the candidates to remain calm and to get off their chairs and get under their desks;
- Reassure the candidates, instructing them to remain calm and maintain exam silence;
- Advise everyone within the room that they are to await instruction from senior staff.