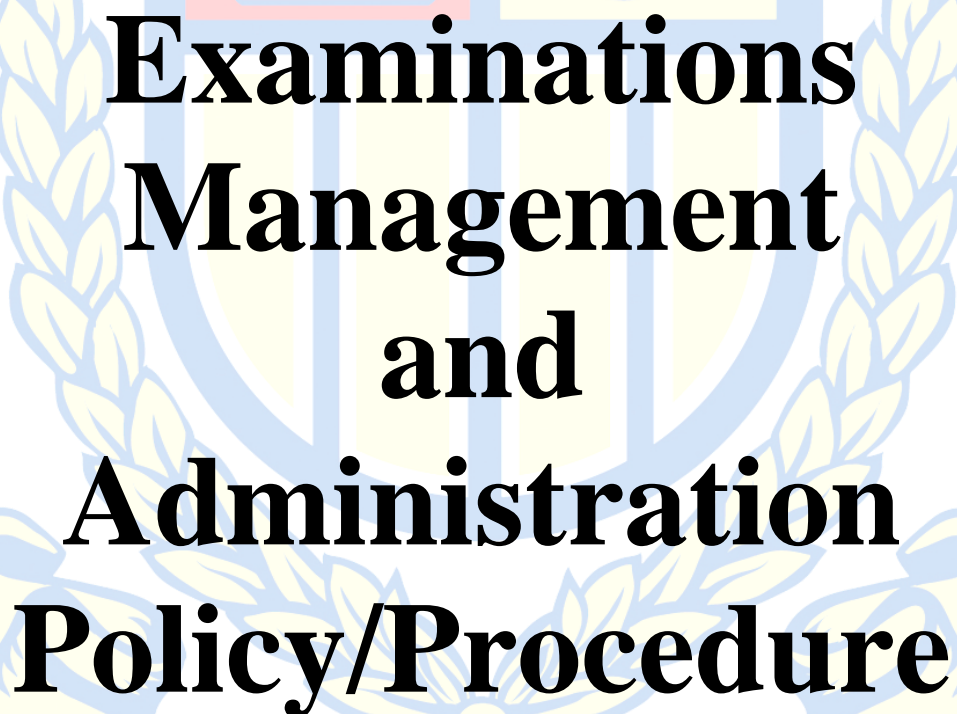


# **Belfast Boys' Model School**



## **Examinations Management and Administration Policy/Procedure**

**Reviewed April 2021**

Reviewed Oct 2015

## Roles and responsibilities overview

“The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies. The head of centre may not appoint themselves as the examinations officer.”

### Principal (Head of centre)

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
  - General regulations for approved centres (GR)
  - Instructions for conducting examinations (ICE)
  - Access Arrangements and Reasonable Adjustments (AA)
  - Suspected Malpractice in Examinations and Assessments (SMEA)
  - Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting controlled assessment and coursework)
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to and approves the Head of Centre formal declaration
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidate’s preparation for the examination, is not an invigilator during the examination or on-screen test;”
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place
- Ensures required internal appeals procedures are in place
- Ensures a disability policy for exams showing the centre’s compliance with relevant legislation is in place
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments (with effect from the academic year 2017/18 via an Access Arrangements Policy)
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- “The examinations officer or quality assurance co-ordinator is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.”
- Exams officer
- Understands and refers to the contents of annually updated JCQ publications including:
  - General regulations for approved centres

- Instructions for conducting examinations
- Instructions for conducting non-examination assessments (and the instructions for conducting controlled assessment and coursework)
- Suspected Malpractice in Examinations and Assessments
- Access Arrangements and Reasonable Adjustments
- Post-results services (PRS)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of external invigilators

#### Senior leaders (SLT)

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
  - General regulations for approved centres Instructions for conducting examinations
  - Access Arrangements and Reasonable Adjustments
  - Suspected Malpractice in Examinations and Assessments
  - Instructions for conducting non-examination assessments (and the instructions for conducting controlled assessment and coursework)

#### SENCO

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including: Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process

#### Curriculum Leaders (CL)

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

#### Teaching staff

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

#### Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate

### Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials
- Record the receipt and movement of such confidential material

### AMEY staff

- Support the EO in relevant matters relating to exam rooms and resources
- Support the EO in dealing with exam related deliveries with due regard to the security of confidential deliveries

## **Procedures**

### The exam cycle

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

1. Planning
2. Entries
3. Pre-exams
4. Exam time
5. Results and post-results

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

### **1. Planning: roles and responsibilities**

### **Information sharing**

#### Exams officer

- Signposts relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SMEA and NEA (and the instructions for conducting controlled assessment and coursework), and awarding body documentation relating to the exams process that has been updated
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
- Produces an annual examination & assessment guide of key dates, deadlines, and relevant information to be made available to students and parents
- Produces an annual exam plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines

### **Information gathering**

#### Exams officer

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications

### Curriculum Leader

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information
- Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

### **Access arrangements**

#### SENCO

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed data protection notices from candidates where required
- Applies for approval through Access arrangements online (AAO), where required
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Senior Leaders, Head of department, Teaching staff
- Support the SENCO in identifying and implementing appropriate access arrangements

### **Internal assessment**

#### Head of centre

- Ensures an internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internally assessed marks

### **Invigilation**

#### Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of external invigilators
- Exams officer

- Recruits additional invigilators where required to effectively cover all exam periods/series throughout the academic year
- Provides an annual training event for new invigilators and an update event for existing invigilators on the conduct of exams
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 in relation to their role

## 2. **Entries: roles and responsibilities**

### **Estimated entries**

#### Exams officer

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

### **Final entries**

#### Exams officer

- Requests final entry information from CLs in a timely manner to ensure awarding body external deadlines for submission can be met
- Inputs the relevant entry data for each subject into the MIS system
- Informs CLs of subsequent deadlines for making changes to final entry information without charge
- Confirms with CLs 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
- CLs are provided with a checklist specifying the awarding body, subject, level, and entry code(s) and asked to confirm entries by signing and returning the checklist to the EO
- Entries are submitted via EDI file through the MIS system using A2C.
- Curriculum Leader
- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information
- Checks final entry submission information provided by the EO and confirms information is correct

#### Entry fees

- Entry fees are payable from the exam budget, all invoices signed off by the EO.
- Departments are charged late or higher late fees incurred for entries made after the deadline

- Resit fees are paid by exam budget

### **Late entries**

#### Exams officer

- Has clear entry procedures in place to minimise the risk of late entries
- Charges any late or other penalty fees to departmental budgets
- Curriculum Leader
- Minimises the risk of late entries by:
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

#### Private/External candidates

- The school will accept private or external candidates for examination entry, at the discretion of the Head of Centre and if the centre already offers the specification/exam units.

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

#### **Access arrangements**

##### SENCO

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him
- Ensures exam information (JCQ information for candidate's information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments

#### **Briefing candidates**

##### **Exams officer**

- Issues individual exam timetable information to candidates
- Issues relevant JCQ information for candidate's documents
- Issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - when and how results will be issued and the staff that will be available

- the post-results services and how the centre deals with requests from candidates
- when and how certificates will be issued

### **Dispatch of exam scripts**

#### Exams officer

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the office staff
- Keeps a record to track what has been sent

### **Internal assessment**

#### Head of centre

- Ensures procedures are in place for candidates to appeal against the internal assessment process – an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body

#### SENCO

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments
- Teaching staff
- Support the SENCO in implementing appropriate access arrangements for candidates undertaking internal assessments
- Curriculum Leaders
- Ensures submission of marks to the awarding body for internally assessed components of qualifications by the published deadline, ensuring compliance with internal procedures as communicated by the EO
- Ensures teaching staff authenticate candidates' work to the awarding body requirements
- Ensures teaching staff provide required samples of work for moderation by the internal deadline
- Exams officer
- Keeps a record to track when marks have been submitted and work sent to awarding bodies/moderators
- Distributes to departments moderated work returned to the centre
- Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

#### Candidates

- Authenticate their work as required by the awarding body

### **Invigilation**

#### Exams officer

- Provides an invigilation handbook and briefs invigilators accordingly
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms according to the required ratios



- Liaises with the SENCO regarding the facilitation and invigilation of access arrangement candidates
- SENCO
- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates
- Invigilators
- Provide information as requested on their availability to invigilate throughout an exam series

### **JCQ inspection visit**

#### Exams officer or Senior leader

- Accompanies “the Inspector throughout the course of his or her centre visit, including inspection of the centre’s secure storage facility.”
- SENCO
- Provides information to the Inspector on request regarding students with Access Arrangements

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

#### Exams officer

- Ensures a procedure is in place to verify candidate identity
- Provides seating plans for exam rooms according to JCQ and awarding body requirements
- Invigilators
- Follow the procedure for verifying candidate identity provided by the EO
- Seat candidates in exam rooms as instructed by the EO/on the seating plan

### **Security of exam materials**

#### Exams officer

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

### **Timetabling and rooming**

#### Exams officer

- Produces a master centre exam timetable for each exam series

- Identifies and resolves candidate exam clashes
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCO regarding rooming of access arrangement candidates

#### SENCO

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

#### AMEY staff

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

#### **Transferred candidate arrangements**

##### Exams officer

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

#### **4. Exam time: roles and responsibilities**

##### **Access arrangements**

##### Exams officer

- Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements
- Has a process in place to deal with emergency access arrangements as they arise at the time of exam
- Candidate absence
- Students are informed of the consequences of missing an exam
- Teachers/staff taking attendance registers in exam venues are responsible for reporting the absentees to the office staff as a matter of urgency, to contact home
- Invigilators ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan
- Candidates are informed of the process if absent from an exam and follow it accordingly, seeking advice from the EO when appropriate.

## **Candidate late arrival**

### Exams officer

- Ensures that candidates who arrive very late for an exam, according to the JCQ definition and timeframe, are reported to the awarding body as soon as practicably possible after the exam has taken place
- Warns candidates that in these circumstances their work may not be accepted by the awarding body

### Invigilators

- Are informed of the policy/process for dealing with late/very late arrival candidates through training
- Ensure that relevant information is recorded on the exam room incident log

## **Conducting exams**

### Head of centre

- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies
- Exams officer
- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an exam day checklist to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

## **Dispatch of exam scripts**

### Exams officer

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

## **Exam papers and materials**

### Exams officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the time, date and paper details
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes 24 hours after the exam

## **Exam rooms**

### Exams officer

- Ensures exam rooms are set up as required in the regulations
- Ensures only approved centre staff are present in exam rooms
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates
- Food and drink in exam rooms
- Students are advised, that bottled water is allowed into an exam room as long as the label is removed to comply with JCQ regulations. Items of food are not allowed in an exam room unless for medical reasons, and in such cases permission must be sought from the EO in advance of the exam season. If this is the case, any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.

### AMEY staff

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions
- Invigilators
- Conduct exams in every exam room as instructed in training/update events and briefing sessions
- Candidates
- Are required to remain in the exam room for the full duration of the exam and in accordance with JCQ regulations and centre regulations

## **Irregularities and Malpractice**

### Head of centre

- Ensures any cases of suspected malpractice (by centre staff, candidates, invigilators) are investigated and reported to the awarding body as required
- Senior leaders
- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

#### Exams officer

- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

#### Invigilators

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

### **Special consideration**

#### Exams officer

- Advises candidates and centre staff on the eligibility of special consideration and its application
- Processes appropriate requests for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests to awarding bodies

#### Candidates

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

#### Unauthorised materials

- No unauthorised materials are allowed to be brought to the candidate's exam table.
- Candidates are asked to empty their pockets of revision notes and place them inside their schoolbags
- Any unauthorised item that have been taken into the examination room must be placed out of reach of the candidates before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.
- Invigilators
- Are informed of the arrangements through training

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

### **Internal assessment**

#### Curriculum Leader

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

## **Managing results day(s)**

### Head of Year

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensures senior members of staff are accessible to candidates after the publication of results

### Exams officer

- Works with VP/SLT to ensure procedures for managing the main summer results day(s) (a results day programme) are in place

### AMEY staff

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

## **Accessing results**

### Exams officer

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

## **Post-results services**

### Head of centre

- Ensures internal appeals procedures are available where candidates disagree with a centre decision
  - not to support an enquiry about results
  - not to appeal against the outcome of an enquiry about

### Exams officer

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

### Teaching staff

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

### **Analysis of results**

#### Exam Officer

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required

#### Certificates

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

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

#### Exams officer

- Provides the senior staff member with responsibility for exams with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle
- Collects and evaluates feedback from learning support staff, and invigilators to inform review

### **Retention of records: roles and responsibilities**

#### Exams officer

- Keeps records as required by JCQ and awarding bodies for the required period