

The City of Leicester College



Exams Policy 2021/22

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Purpose of the policy

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

- All aspects of the Centre exam process are documented and other relevant exams-related policies, procedures and plans are signposted, thus
“...*minimizing risk to examination administration and any adverse impact on students, should the examinations officer be absent at a critical stage of the examination cycle.*”
[JCQ Notice to Centre’s-examination contingency plan/examinations policy]
- The workforce is well informed and supported.
- All Centre staff involved in the exams process clearly understand their roles and responsibilities.
- All exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that
“...*the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute.*”
[JCQ General regulations for approved centres (GR) 1]
- Exam candidates understand the exams process and what is expected of them.

This policy will be 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.

The named Senior Leader for examinations is responsible for the annual review and any required update of this policy.

The governing body is responsible for the approval and sign-off of this policy.

This policy will be communicated to all relevant Centre staff.?

This policy will be available on the school’s website and the staff SharePoint.

Relevant staff will be provided with a copy of the policy for their files and training through appropriate meetings will be given, where necessary.

A hyperlink to the Policy will be uploaded to the Staff SharePoint.

All Heads of Year and Curriculum Leadership Team will receive a copy via e-mail

Invigilator training will take place under the leadership of the Exams Officer via online training with The Exams Office.

Access arrangements

Access Arrangements policy

Access arrangements are agreed before an assessment. They allow candidates with specific needs, such as special educational needs, disabilities or temporary injuries to access the assessment and show what they know and can do without changing the demands of the assessment. The intention behind an access arrangement is to meet the particular needs of an individual candidate without affecting the integrity of the assessment. Access arrangements are the principal way in which awarding bodies comply with the duty under the Equality Act 2010 to make 'reasonable adjustments'

See separate policy

Word processor policy

See separate policy

- Ensure criteria for candidates allowed separate invigilation within the Centre is clear, meets the requirements of JCQ access arrangements and best meets the needs of individual candidates and remaining candidates in main exam rooms.

Separate invigilation within the Centre

Criteria: (as in JCQ AA)

- Cognition and learning needs.
- Communication and interaction needs.
- Sensory and physical needs.
- Candidates with social, mental and emotional needs.
- All identified by SENCo and CLT.

CLT, Subject leaders, teaching staff will: determine and implement appropriate access arrangements.

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 is grouped into the following stages:

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

The exam policy identifies the roles and responsibilities of Centre staff within this cycle.

Planning

Information sharing

The head of Centre will:

- Direct relevant Centre staff to annually updated JCQ publications including:
 - <http://www.jcq.org.uk/exams-office/general-regulations>
 - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>
 - <http://www.jcq.org.uk/exams-office/malpractice>

The EO will:

- Inform relevant Centre staff of JCQ and awarding body of documentation relating to the exam process that has been updated.
- Signpost relevant Centre staff to information that should be provided to candidates.
- As the Centre administrator, approve relevant access rights for Centre staff using awarding body secure extranet sites.

Information gathering

The EO will:

- Undertake 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.
- Collate all data into one central point of reference.
- Research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all qualifications.
- Produce an annual exam plan of key dates to ensure all external deadlines can be effectively met; inform key Centre staff on internal deadlines.
- Collect information on internal exams to enable preparation for and conduct of PPE's.

The Subject Leader will:

- Respond (or ensure teaching staff respond) to requests from the EO on information gathering.
- Meet the internal deadline for the return of information.
- Inform the EO of any changes to information in a timely manner, minimizing the risk of late or other penalty fees being incurred by an awarding body.
- Familiarise themselves and their staff with the annual exams plan of internal deadlines.

Internal assessment

The head of Centre will ensure:

- An internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision.
- A policy for the management of controlled assessment is in place, identifying staff responsibilities and examining potential risks.
- Irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required.

CLT will ensure:

- Teaching staff have the necessary and appropriate knowledge, understanding, skills and training to set, conduct, mark and authenticate candidates' work.
- A process of internal moderation and standardization is in place.

Subject Leaders will ensure:

- Teaching staff delivering GCSE qualifications follow instructions for conducting controlled assessment <http://www.jcq.org.uk/exams-office/controlled-assessments> and subject-specific information where provided by the awarding body.
- Teaching staff delivering GCE, Entry Level or Project qualifications follow instructions for conducting coursework <http://www.jcq.org.uk/exams-office/coursework> and subject-specific information where provided by the awarding body.
- For other qualifications, teaching staff follow appropriate instructions issued by the awarding body.

Teaching Staff will ensure:

- Appropriate instructions for conducting internal assessments are followed.
- Candidates are aware of JCQ or awarding body information for candidates on producing work that is internally assessed.

Invigilation

The Exams officer will:

- Provide an annual training event for new invigilators and an update event for invigilators in the conduct of exams.
- Ensure 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).
- Collect evaluation of training to inform future events.

Entries

The term “entries” is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

Estimated entries

The Exam Officer will:

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

Estimated entries collection and submission procedure.

- Exams officer uses the course and subject numbers information collected at the beginning of the academic year.
- Exams Officer returns estimated entries via online submission.

Subject Leaders will:

- Provide information requested by the Exams Officer to the internal deadline.
- Inform the Exams Officer immediately of any subsequent changes to information.

Final entries

The Exam Officer will:

- Request final entry information from Subject Leaders in a timely manner to ensure awarding body external deadlines for submission can be met.
- Inform Subject Leaders of subsequent deadlines for making changes to final entry information without charge.
- Confirm with Subject Leaders final entry information that is to be submitted to awarding bodies and signatures obtained.
- Ensure as far as possible that entry processes minimize the risk of entries or registrations being missed and reduce the potential for late or other penalty fees being charged by awarding bodies.

Final entries collection and submission procedure

- Exams officer set up mark sheets for entry. Subject liaise with Exams Officer to complete entries. Subject leaders check to confirm information is correct.
- Exams officer prints off mark sheets and sends to Subject Leaders with instructions for them to confirm accuracy and sign.
- Exams Officer return entries.

Subject leaders will:

- Provide information requested by the Exams Officer to the internal deadline.
- Inform the Exams office immediately, or at the very least prior to deadlines, of any subsequent changes to final entry information, which includes:
 - Changes to candidate personal details
 - Amendments to existing entries
 - Withdrawals of existing entries.
- Check final entry submission information provided by the Exams officer and confirm information is correct.

Entry Fees

The exams budget is managed by the CLT lead in liaison with the Exams Officer. The Exams Officer is a member of the “Exams Office” and is able to access CPD through this organisation. The Exams Officer is also a member of a local network group. This training enables the Exams Officer to organise the examinations process in a more efficient way:

Ensuring exam submissions are timely and accurate is a key principle of an effective budget.

Ensuring examination equipment is stored and well maintained.

Ensuring access arrangements are planned efficiently and are cost effective.

Late entries

The Exams officer will:

- Have clear entry procedures in place to minimise the risk of late entries.
- Charge any late or other penalty fees to departmental budgets.

Subject Leaders will:

- Minimise the risk of late entries by
 - Following procedures identified by the Exams officer in relation to making final entries on time.
 - Meeting internal deadlines identified by the Exams officer for making final entries.

Re-sit entries

Re-sit decisions will be made in consultation with candidates, Subject Leaders, Exams officer and Head of Centre.

Private Candidates

The City of Leicester College currently does not offer a provision for private candidates.

Transfer of credit

The Exams Officer will:

- Provide information to relevant Centre staff/candidates on transferring credit for GCE AS qualifications.
- Meet the awarding body deadline for requesting transfer of credit.

“The transfer of credit process will not apply to new linear GCE A-level specifications being introduced for first teaching in England from 1 September 2015 onwards.” [JCQ.org.uk/exams-office/entries/gce-entry-information-incltransfer-of-credit]

Teaching staff will:

- Identify affected candidates to the Exams Officer.

Candidate statements of entry

The Exams Officer will:

- Provide candidates with statements of entry for checking.

Teaching staff will:

- Ensure candidates check statements of entry and return any relevant confirmation required to the Exams officer.

Candidates (or parents/carers) will:

- Confirm entry information is correct or notify the Exams officer of any discrepancies.

Pre-Exams

Access arrangements

The Exams officer will:

- Allocate Centre staff to facilitate access arrangements for candidates in exams and assessments.

The SENCo will:

- Ensure candidates are informed of the access arrangements that are in place for their exams and assessments.

Briefing candidates

Before exams, The Exams officer will:

- Issue individual exam timetable information to candidates.
- Issue relevant JCQ information for candidates.
- Where relevant, issue awarding body information to candidates.
- Issue Centre exam information to candidates which will include information on:
 - Exam clashes
 - Arriving late for an exam
 - Absence or illness during exams
 - What equipment is/is not provided by the Centre
 - When results and certificates will be issued
 - The post-results services and the Centre will “...deal with candidates’ access to scripts, enquiries about results and appeals to the awarding bodies...”

Dispatch of exam scripts

The Exams officer will

- Identify and confirm arrangements for the dispatch of candidate exam scripts with the DfE “yellow label service” or the awarding body where qualifications sit outside the scope of the service.

Estimated grades

Subject leaders will:

- Ensure teaching staff provide estimated grade information to the Exams officer to the internal deadline. (where this still may be required by the awarding body)

The Exams officer will:

- Submit estimated grade information to awarding bodies to meet external deadline. (where this may still be required by the awarding body)
- Keep a record to track what has been sent.

Internal assessment

Subject Leaders will ensure:

- Teaching staff provide marks for internally assessed components of qualifications to the Exams officer to the internal deadline.
- Teaching staff authenticate candidates’ work as per awarding body requirements.
- Teaching staff provide required samples of work for moderation to the Exams officer to the internal deadline.
- Submit marks and samples to awarding bodies/moderators to meet the external deadline.

The Exams officer will:

- Keep a record to track what has been sent.
- Log moderated work returned to the Centre.

- Teaching staff are aware of the guidelines in terms of retention and subsequent disposal of candidates' work.

Candidates will:

- Authenticate their work as required by the awarding body.

Invigilation

The Exams officer will:

- Provide an invigilation handbook or brief invigilators accordingly.
- Deploy invigilators effectively to exam rooms throughout the exam series.
- Allocate invigilators to exam rooms as per the required ratios.
- Facilitate the invigilation of access arrangement candidates.

The SENCo will:

- Liaise with the Exams officer regarding facilitation and invigilation of access arrangement candidates.

Invigilators will:

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

JCQ inspection visit

A member of CLT or the Exams officer will:

- Be prepared *“to accompany the inspector **throughout** the course of his or her Centre visit, including inspection of the Centre’s secure storage facility.”* [JCQ ICE Introduction]

Seating and identifying candidates in exam rooms

The Exams officer will:

- Ensure a procedure is in place to verify candidate identity.

Verifying candidate identity procedure

Senior members of Centre staff who have been authorised by the Head teacher may be present at the start of the examination to assist with the identification of candidates.

Seating plans are placed in Hubs and Canteen Area.

ID cards with name, candidate number and photo are placed on individual candidates' desk.

Students must have their card and lanyards placed on the exam desk.

The Exams officer will:

- Ensure that invigilators are aware of the procedure.
- Provide seating plans for exam rooms as per JCQ and awarding body requirements.

Invigilators will:

- Follow the procedure for verifying candidate identity provided by the Exams officer.
- Seat candidates in exam rooms as instructed by the Exams officer/in the seating plan.

Security of exam materials

The Exams officer will:

- Have a process in place to record confidential materials delivered to the Centre and issued to authorised staff.
- Have in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential.

- Receive, check and securely store question papers and other exam materials as per JCQ and awarding body requirements.

Reception and Site staff will:

- Follow the process to record confidential materials delivered to the Centre and issued to authorized staff.

Teaching staff will:

- 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

The Exams officer will:

- Produce a master Centre exam timetable for each exam series.
- Identify and resolve candidate exam clashes.
- Identify and resolve overnight supervision arrangements as per JCQ requirements. [JCQ ICE 8]
- Identify exam rooms and specialist equipment requirements.
- Allocate invigilators to exam rooms as per the required ratios.
- Liaise with site staff to ensure exam rooms are set up as per JCQ and awarding body requirements.
- Liaise with the SENCo regarding rooming of access arrangement candidates.

The SENCo will:

- Liaise with the Exams Officer regarding rooming of access arrangement candidates.

Site staff will:

- Liaise with the Exams officer to ensure exam rooms are set up as per JCQ and awarding body requirements.

Transferred candidate arrangements

The Exams officer will:

- Liaise with the host or entering Centre, as required.
- Process requests to the awarding body deadline.
- Where relevant (for an internal candidate) inform the candidate of the arrangements that have been made for their transferred candidate arrangements.

Internal exams

The Exams officer will:

- Prepare for the conduct of internal exams under external conditions.
- Provide a Centre exam timetable for subjects and rooms.
- Provide seating plans for exam rooms.
- Request internal exam papers from teaching staff.
- Arrange invigilation.

The SENCo will:

- Liaise with teaching staff to make appropriate arrangements for access arrangement candidates.

Teaching staff will:

- Provide exam papers and materials to the Exams officer or Exam Room by deadlines set by the EO.
- Support in making appropriate arrangements for access arrangement candidates.

Exam Time

Access arrangements

The Exams officer will:

- Provide cover sheets for access arrangement candidates' scripts, where required, for particular access arrangements.
- Have a process in place to deal with emergency access arrangements as they arise, at the time of exams.
 - Apply for approval through AAO where required, or through the awarding body where qualifications sit outside the scope of AAO.

Conducting exams

The Head of Centre will:

- Ensure venues used for conducting exams meet the requirements of JCQ and awarding bodies.

The Exams officer will:

- Ensure exams are conducted as per JCQ and awarding body instructions.

Dispatch of exam scripts

The Exams officer will:

- Dispatch scripts as instructed by JCQ and awarding bodies.
- Keep appropriate records to track dispatch.

Exam papers and materials

The Exams officer will:

- Organise exam question papers and associated confidential resources in date order in secure storage.
- Attach erratum notices received to relevant exam question paper packets.
- Collate attendance registers and examiner details in date order.
- Regularly check mail or inbox for updates from awarding bodies.

Exam rooms

The head of Centre will:

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

Emergency evacuation procedure

See separate policy

The Exams officer will:

- Ensure exam rooms are set up as instructed by JCQ and awarding bodies.
- Provide authorised exam materials which candidates are not expected to provide themselves.
- Brief invigilators on exams to be conducted on a session by session basis.
- Ensure invigilators and candidates are aware of the emergency evacuation procedure.

Site staff will:

- Ensure exam rooms are available and set up as requested by the Exams officer.
- 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 will:

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

Candidates will:

- Be required to remain in the exam room for the full duration of the exam.

Irregularities

The Head of Centre will:

- Ensure any cases of suspected malpractice (by Centre staff, candidates, and invigilators) are investigated and reported to the awarding body as required.

CLT will:

- Ensure support is provided for the Exam officer and invigilators when dealing with disruptive candidates in exam rooms.
- Ensure that internal disciplinary procedures relating to candidate behavior are instigated, when appropriate.

The Exams officer will:

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

Invigilators will:

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

Malpractice

See irregularities above

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room.

- A member of CLT or The Exams Officer may use a scanning wand to detect electronic or metal items on students.

On entry to the examination room, candidates leave their belongings at the back of the examination room or as directed by the Invigilator.

Only permitted items are allowed to be taken to the exams desk.

Candidates are reminded at the start of the exam, that JCQ unauthorised items are not to be brought into the examination room and a final opportunity to hand them in is given.

Invigilators will:

- Be informed of the arrangements through training.

Internal exams

The Exams officer will:

- Brief invigilators on conducting exams.
- Return candidate scripts to teaching staff for marking.

Invigilators will:

- Conduct internal exams as briefed by the Exams officer.

Results and Post-results

Internal assessment

Subject Leaders will 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.
- Work is returned to candidates or disposed of, according to the requirements.

Managing results day(s)

CLT will:

- Identify Centre staff who will be involved in the main summer results day(s) and their role.

Site staff will:

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

Accessing results

The exams officer will:

- Inform candidates in advance of when and how results will be released to them.
- Access results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- Resolve any missing or incomplete results with awarding bodies.
- Issue statements of results to candidates on publication of results.
- Provide summaries of results for relevant Centre staff on publication of results.

Post-results services

The Exams officer will:

- Provide information to candidates and staff on the services provided by awarding bodies and the fees charged.
- Publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- Provide a process to record requests for services and collect candidate informed consent and fees where relevant.
- Submit requests to awarding bodies to meet the external deadline.
- Track requests to conclusion and inform candidates and relevant Centre staff of outcomes.
- Update Centre results information, where applicable.

The Head of Centre will:

- Ensure an **internal appeals procedure** is available where candidates disagree with the Centre decision:
 - Not to support an enquiry about results.
 - Not to appeal against the outcome of an enquiry about results.

Teaching staff will:

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

Candidates will:

- Meet internal deadlines to request the services.

- Provide informed consent and fees, where relevant.

Analysis of results

Following the publication of results.

Centre Staff will:

- Provide analysis of results for their subject.

The Exams Officer will:

- Provide results information to external organisations where required.

The Data Manager will:

- Undertake the Key Stage4/16-18 Performance Tables checking exercise alongside relevant staff.

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed. The process for issuing certificates to candidates is:

Issue of certification procedure

- The Exams office receive all certificates. Certificates are checked and lists kept of what has been received.
- The Office manager manages the issuing of certificates.
- The Office manager delegates staff to check and collate the individual candidate's certificate.
- Each is enveloped and labelled with the candidate's name and candidate number.
- Candidates are made aware via website/email/text that certificates are available to collect.
- A record is kept when a candidate collects their certificates and these are kept for 5 years.

Before the internal deadline for submitting a Review of Results

Candidates may:

- Arrange for certificates to be collected on their behalf by providing the Office Manager with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates.

Retention of certificates policy

The Exams officer manages the retention of uncollected or unclaimed certificates. The certificates are stored in a locked cabinet in the Main Office until the candidate collects them. **Any uncollected certificates not collected after 1 year are destroyed as per JCQ requirements.** [JCQ GR 5.14]

Review

The Exams Officer will:

- Provide CLT 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.
- Collect and evaluate feedback from staff, candidates and invigilators to inform review.

CLT will:

- Work with the Exams officer to produce a plan to action any required improvements identified in the review.

Retention of records

The Exams officer will:

- Keep records as required by JCQ and awarding bodies for the required period.
- Keep records as required by the Centre's records management policy.
- Provide an exam archiving policy that identifies information held, retention period and method of disposal.

Candidate absences

The Purpose

The purpose of this section is to confirm the arrangements for candidates who are absent from an examination at The City of Leicester College.

An absent candidate may subsequently arrive once the exam is underway, becoming a late or very late arrival, at which point The City of Leicester College reserves the right to exercise discretion whether to allow a candidate who arrives after the start of the examination to enter the examination room and sit the examination. (See **Candidate Late Arrival Policy**)

Based upon the circumstances for the absence, and subject to the required conditions being met, an application for special consideration may also be made to the relevant awarding body.

Identifying and dealing with candidate absence

A candidate will be considered absent from an examination if:

- The candidate is not present on completion of the attendance register once candidates are seated and have started the examination

Once a candidate is identified as absent from an examination, the following action will be taken:

- The candidate will be contacted immediately as to their whereabouts and as far as possible arrangements made to ensure their immediate arrival
- If a candidate fails to sit an examination, the following action is taken:
- A confirmed candidate absence is clearly recorded on the attendance register which is sent to the examiner/marker
- The candidate absence is noted on the seating plan by crossing through the candidate details

Roles and Responsibilities

Overview

It is the responsibility of the following member(s) of staff to deal with candidate absence once it has been identified: Natalie Darkwa Ampadu

It is the responsibility of the following member(s) of staff to deal with candidates who are persistently absent from examinations: Head of Year

The role of invigilators

Invigilators will:

- Be informed of the process for dealing with absent candidates through training
- Ensure that absent candidates are clearly indicated on the attendance register (ICE 22.4)

The role of candidates

Candidates will be:

- Re-charged any relevant entry fees for unauthorised absence from examinations

Special consideration

At The City of Leicester College if a candidate is absent from a timetabled written examination for an acceptable reason, the candidate may be eligible for special consideration. This is where an adjustment may be made to the candidate's terminal grade by the awarding body, providing the following conditions are met:

- The examination is in the candidate's terminal exam series (SC 4.1)
- The candidate has completed or will be able to complete the required percentage of the assessment to meet the minimum requirements for enhanced grading in cases of acceptable absence (SC 4.3)

- The application for special consideration can be supported by signed evidence produced by a senior leader (SC 6)

It is the responsibility of the following member(s) of staff to deal with special consideration requests and applications:
Natalie Darkwa Ampadu

Late arrivals

The Purpose

The purpose of this section is to confirm the arrangements for candidates who arrive late for an examination at The City of Leicester College. A candidate will be considered late if they arrive:

- Within one hour of the awarding body's published starting time for an examination which lasts an hour or more, i.e. candidates arriving between 9.00am and 10.00am for a morning examination or between 1.30pm and 2.30pm for an afternoon examination (ICE 21.1)

A candidate will be considered very late if they arrive:

- More than one hour after the awarding body's published starting time for an examination which lasts one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination (ICE 21.3)
- After the awarding body's published finishing time for an examination that lasts less than one hour (ICE 21.3)

This policy confirms that The City of Leicester College reserves the right to exercise discretion whether to allow a candidate who arrives after the start of the examination to enter the examination room and sit the examination, and confirms:

- The correct procedures are followed when dealing with a candidate who arrives late to an examination
- Appropriate arrangements are in place for the management of late arrivals in order to maintain the security and integrity of the examination

Candidates who arrive late

The following procedures are applied at The City of Leicester College in relation to candidates who arrive late to examinations:

- A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination (ICE 21.1)
- A candidate who arrives late, and is permitted to sit the examination, will be allowed the full time for the examination (ICE 21.2)
- A candidate who arrives within one hour of the awarding body's published starting time for an examination which lasts an hour or more, i.e. Candidates arriving between 9.00am and 10.00am for a morning examination or between 1.30pm and 2.30pm for an afternoon examination (ICE 21.1) **will** be permitted by the centre to sit the examination
- A candidate who arrives after 10.00am for a morning examination will be considered very late (ICE 21.3) and **will** be permitted by the centre to sit the examination
- A candidate who arrives after 2.30pm for an afternoon examination will be considered very late (ICE 21.3) and **will** be permitted by the centre to sit the examination
- A candidate who arrives after the awarding body's published finishing time for an examination that lasts less than one hour will be considered very late (ICE 21.3) and **will** be permitted by the centre to sit the examination
- A candidate who arrives very late will be warned that the awarding body may not accept their script (ICE 21.4)
- A candidate who arrives in the afternoon for a paper that had been re-arranged for a morning session, may be allowed to take the paper at the published time as long as the candidate has not had any contact with candidates who sat the paper earlier. The awarding body will be informed and will decide whether or not to accept the script (ICE 21.5)
- In all cases the centre will submit a declaration for the very late arrival of a candidate for examinations, in accordance with the current JCQ **Instructions for conducting examinations** (GR 5.9)

Roles and Responsibilities

The role of the exams office/officer:

- Inform invigilators of the policy/process for dealing with candidates who arrive late/very late through training
- Provide an exam room incident log for invigilators to record relevant information relating to candidates who arrive late/very late
- Warn the candidate that the awarding body may not accept their script (ICE 21.4)
- Send the script to the awarding body/examiner in the normal way (ICE 21.4)
- Submit on-line, using the Centre Admin Portal (CAP), Form JCQ/VLA - **Report on candidate admitted very late to examination room** within seven days of the examination having taken place, providing the following details:
 - the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre
 - the actual starting and finishing times of the examination
 - the time the candidate started the examination
 - the time the candidate finished the examination (ICE 21.4)

The role of invigilators

- Ensure candidates who arrive late/very late are given the required instructions prior to starting the examination (the invigilator's announcement) without disturbing other candidates
- Ensure relevant information is recorded on the exam room incident log relating to candidates who arrive late/very late
- Allow a candidate who arrived late, and is allowed the full working time to do their examination, to continue after the normal finishing time, instructing them to stop working after the full working time allowed has passed (ICE 26.2)

Food and drink

The Purpose

This section confirms that The City of Leicester College reserves the right to exercise discretion whether to allow food and drink in the examination room, and confirms:

- The correct procedures are followed regarding food and drink in the examination room
- Appropriate arrangements are in place for the management of food and drink in the examination room

Food and drink in the examination room

- No food is permitted in the examination room.
- Any drinks brought into the examination room whether by the candidate or the centre must be free from packaging and all labels are removed from drink containers (ICE 18.2)

Roles and Responsibilities

The role of the exam's office/officer

- Through briefings, ensure candidates are aware of the regulations, and centre-specific arrangements, relating to food and drink in the examination room
- Ensure invigilators are trained and aware of the regulations/centre-specific arrangements relating to food and drink in the examination room
- Escalate any issue or breach of centre-specific arrangements to the relevant senior leader for the application of internal sanction(s)
- Escalate any breach of JCQ regulations immediately to the head of centre (a breach of the regulations constitutes suspected or actual malpractice)

The role of the invigilator

- Be vigilant in the examination room and remain aware of incidents or emerging situations, looking out for malpractice (ICE 20.2)
- Record what has happened and actions taken on the exam room incident log in relation to any breach of regulations/centre-specific arrangements regarding food and drink in the examination room

The role of the head of centre

- Report to the awarding body immediately all cases of suspected or actual malpractice in connection with the examination (ICE 24.3)

Leaving the examination room

The Purpose

The purpose of this policy is to confirm that candidates leaving the examination room at The City of Leicester College is managed in line with JCQ regulations.

This policy confirms:

- The correct procedures are followed in relation to candidates leaving the examination room
- The City of Leicester College reserves the right to exercise discretion whether to allow extra time to compensate candidates for their temporary absence from the examination room

Arrangements for leaving the examination room

- For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the awarding body's published starting time for that examination. (ICE 23.1)
- For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination. (ICE 23.2)
- Candidates who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff. This must not be the candidate's subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence. (ICE 23.3)
- Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room. Those candidates must not be allowed back into the room. (ICE 23.4)
- At the end of the examination, candidates must hand in their script, question paper and any other material before they leave the examination room. (ICE 23.5)

The following arrangements are applied at The City of Leicester College:

- Candidates who are allowed to leave the examination room temporarily may be allowed extra time to compensate for their temporary absence. (ICE 23.3)

Roles and responsibilities

The role of the exams office/officer

- Through training, ensure invigilators are aware how candidates who may be allowed to leave the examination room temporarily should be managed and recorded

The role of the invigilator

- Ensure a candidate who may be allowed to leave the examination room temporarily is accompanied by a member of centre staff who is not the candidate's subject teacher or a subject expert for the examination in question (ICE 23.3)
- Record instances on the exam room incident log of candidates who may be allowed to leave the examination room temporarily because they may be feeling unwell or require a toilet break (ICE 20.2)
- Ensure candidates who have finished the examination and have been allowed to leave the examination room early hand in their script, question paper and any other material before they leave the examination room. Ensure those candidates are not allowed back into the room (ICE 23.4)

- At the end of the examination, ensure candidates hand in their script, question paper and any other material before they leave the examination room (ICE 23.5)

Managing Behaviour

The Purpose

The purpose of this section is to confirm that candidate behaviour in the examination room at The City of Leicester College is managed in line with JCQ regulations.

Briefing candidates

To ensure candidates are aware of the standard of behaviour that is required in the examination room, The City of Leicester College will:

- ensure the JCQ **Information for candidates** (coursework, non-examination assessments, on-screen tests, social media and written examinations) is distributed to all candidates whether electronically or in hard copy format prior to assessments and/or examinations taking place (GR 5.8)
- Ensure candidates are also made aware of the content of the JCQ **Unauthorised items** and **Warning to candidates**’ posters (GR 5.8)
- Prior to assessments and/or examinations taking place, ensure candidates are briefed on what they must and must not do when sitting written examinations and/or on-screen tests, and when producing coursework and/or non-examination assessments (GR 5.8)

At The City of Leicester College candidates are made aware of JCQ information/briefed by:

- Issue of a handbook
- A special assembly led by the exams officer and/or relevant senior leader

Candidate malpractice

- Inappropriate behaviour by a candidate in the examination room is deemed 'candidate malpractice'
- (updated 2021/22) '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 (SMPP, Definitions)
- 'Malpractice', means any act, default or practice which is a breach of the Regulations (SMPP, Definitions)
- Failure by a centre to notify, investigate and report to an awarding body all allegations of malpractice or suspected malpractice constitutes malpractice in itself (SMPP, Definitions, Malpractice)
- Suspected malpractice means all alleged or suspected incidents of malpractice (SMPP, Definitions)

Examples of inappropriate behaviour/actions that constitute 'candidate malpractice' are provided in later in this section.

Instructions for conducting examinations - Malpractice in the examination room

The following requirements are applied at The City of Leicester College:

- Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room. The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification (ICE 24.1)

- The head of centre must report to the awarding body immediately all cases of suspected or actual malpractice in connection with the examination (ICE 24.3)
- Form JCQ/M1 - **Report of suspected candidate malpractice** must be completed (ICE 24.3)
- The head of centre has the authority to remove a candidate from the examination room but should only do so if the candidate would disrupt others by remaining in the room (ICE 24.3)
- Where candidates commit malpractice, the awarding body may decide to penalise them, which could include disqualification. Candidates should be warned of the possible penalties an awarding body may apply as detailed in the JCQ publication **Suspected Malpractice: Policies and Procedures** (ICE 24.5)
- In cases of suspected malpractice, examination scripts must be packed as normal and Form JCQ/M1 must be submitted separately to the relevant awarding body (ICE 24.6)

Roles and Responsibilities

The role of the invigilator

- Be vigilant and remain aware of incidents or emerging situations, looking out for malpractice (ICE 20.2)
- Warn a disruptive candidate that he/she may be removed from the examination room (ICE 24.1)
- Record what has happened and actions taken on the exam room incident log (ICE 24.1)

The role of the exams office/officer

- Ensure that the JCQ **Information for candidates** (coursework, non-examination assessments, on-screen tests, social media and written examinations) is distributed to all candidates prior to assessments and/or examinations taking place and that candidates are also be made aware of the content of the JCQ Unauthorised items and **Warning to candidates'** posters (GR 5.8)
- Ensure the JCQ **Unauthorised items** and **Warning to candidates'** posters are displayed in a prominent place for all candidates to see prior to entering the examination room (GR 5.8)
- Where a candidate is being/has been disruptive in the examination room, warn the candidate that the awarding body will be informed and may decide to penalise them, which could include disqualification (ICE 24.1)

The role of the head of centre

- Where a candidate is seriously disrupting others, makes the decision to remove the candidate from the examination room (ICE 24.3)
- Report to the awarding body immediately all cases of suspected or actual malpractice in connection with the examination by completing form JCQ/M1 (ICE 24.3)

The role of the senior leader

- Ensure support is provided for the exams officer and invigilators when dealing with disruptive candidates in examination rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Examples of candidate malpractice

These include:

INTRODUCTION OF UNAUTHORISED MATERIAL INTO THE EXAMINATION ROOM, FOR EXAMPLE:

Own blank paper

- used for rough work
- used for final answers

Calculators, dictionaries (when prohibited)

- not used
- used or attempted to use

Bringing into the examination room notes in the wrong format or prohibited annotations

- notes/annotations go beyond what is permitted but do not give an advantage; notes irrelevant to subject
- notes/annotations are relevant and give an unfair advantage
- notes/annotations introduced in a deliberate attempt to gain an advantage
- Unauthorised notes, study guides and personal organisers

Study guides and personal organisers

- content irrelevant to subject
- content relevant to subject
- relevant to subject and evidence of use

Mobile phone or similar electronic devices (including iPod, PM3/4 player, memory sticks, Smartphone, Smartwatch and watches)

- not in the candidate's possession but make a noise in the examination room
- in the candidate's possession but no evidence of being used by the candidate
- in the candidate's possession and evidence of being used by the candidate

BREACHES OF EXAMINATION CONDITIONS:

A breach of the instructions or advice of an invigilator, supervisor, or the awarding body in relation to the examination rules and regulations

- minor non-compliance: e.g. sitting in a non-designated seat; continuing to write for a short period after being told to stop
- major non-compliance: e.g. refusing to move to a designated seat; significant amount of writing after being told to stop
- related non-compliance

Failing to abide by the conditions of supervision designed to maintain the security and integrity of the examinations

- Leaving examination early (no loss of integrity); removing script from the examination room, but evidence of the integrity was maintained
- removing script from examination room but with no proof that the script is safe; taking home materials
- deliberately breaking a timetable clash supervision arrangement; removing script from the examination room and with proof that the script has been tampered with; leaving examination room early so integrity is impaired

Disruptive behaviour in the examination room or assessment session (including use of offensive language)

- minor disruption lasting a short time; calling out, causing noise, turning around
- repeated or prolonged disruption; unacceptably rude remarks; being removed from the examination room; taking another's possessions
- warnings ignored; provocative or aggravated behaviour; repeated or loud offensive comments; physical assault on staff or property

EXCHANGE, OBTAINING, RECEIVING, OR PASSING ON INFORMATION WHICH COULD BE EXAMINATION RELATED (OR THE ATTEMPT TO):

Verbal communication

- isolated incidents of talking before the start of the examination or after papers have been collected
- talking during the examination about matters not related to the exam; accepting examination related information
- talking about examination related matters during the exam; whispering answers to questions

Communication

- passing/receiving written communications which clearly have no bearing on the assessment
- accepting assessment related information
- passing assessment related information to other candidates; helping one another; swapping scripts

OFFENCES RELATING TO THE CONTENT OF CANDIDATES' WORK

The inclusion of inappropriate, offensive or obscene material in scripts, controlled assessments, coursework, non-examination assessments or portfolios

- isolated words or drawings, mildly offensive, inappropriate approaches or responses
- frequent mild obscenities or drawings; isolated strong obscenity; isolated mild obscenities or mildly offensive comments aimed at the examiner or member of staff
- offensive comments or obscenities aimed at a member of staff, examiner or religious group; homophobic, transphobic, racist or sexist remarks or lewd drawing

Overnight Supervision Arrangement

The Purpose

This purpose of this section is to confirm that The City of Leicester College:

- follows the correct procedures when considering the arrangements for a candidate entered for multiple examinations timetabled for the same day
- reserves the right to exercise discretion when considering allowing a candidate to take an examination the following morning
- has appropriate arrangements in place to maintain the security and integrity of the examination(s)

Overnight supervision arrangements

When candidates are entered for multiple examinations (three or more examinations) timetabled for the same day and the total duration for those papers is:

- more than six hours for GCE examinations (AS, A2, A-level), including approved extra time allowances and/or supervised rest breaks, or
- more than five and a half hours for GCSE examinations, including approved extra time allowances and/or supervised rest breaks

candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays (8.1)

- Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted (ICE 8)
- The head of centre must be satisfied with any arrangement for overnight supervision of a candidate where necessary and must accept full responsibility for the security of the examination throughout (ICE 8)
- Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable (ICE 8.1)
- The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, internet and social media. It also extends to television and radio, which could report key details of the day's examinations (ICE 8.3)

Roles and Responsibilities

The role of the head of centre:

- Ensure where a candidate takes an examination the following morning, a member of centre staff or an invigilator is appointed to supervise the candidate at all times while the candidate is on the premises sitting examinations (ICE 8.2)
- Be satisfied that the arrangements maintain the integrity and security of the examination (ICE 8.4)
- Inform the relevant awarding body immediately of any known or suspected contravention of the arrangements for overnight supervision of a candidate (ICE 8.4)

The role of the exams office/officer:

- Discuss with an affected candidate all possible options to resolve, within the same day, their timetable clash of multiple examinations, only applying overnight supervision arrangements as a last resort and once all other options have been exhausted (ICE 8)
- Re-arrange any examination that cannot be taken in the scheduled afternoon session for the following morning, ensuring if an examination is deferred from Friday afternoon, it is re-arranged for Saturday morning (ICE 8.5)
- Ensure the JCQ **Overnight Supervision** and **Overnight Supervision Declaration** forms are completed before the overnight supervision is to commence (ICE 8.4)
- Confirm the supervision of a candidate on journeys to and from the centre and overnight may be undertaken by the candidate's parent/carer or centre staff determining a method of supervision which ensures the candidate's wellbeing (ICE 8.2)
- Download the JCQ **Overnight Supervision Declaration** form for signing by the candidate, the supervisor and the head of centre (ICE 8.4)
- Inform the parties involved that any infringement of the conditions governing overnight supervision arrangements may lead to the awarding body being unable to accept the script and/or the application of sanctions/penalties, as detailed in the JCQ publication **Suspected Malpractice: Policies and Procedures** (ICE 8.4)
- Keep all completed forms available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later, and not send to an awarding body, unless specifically requested (ICE 8.4)
- Ensure where a candidate takes an examination the following morning, the candidate is under centre supervision from 30 minutes after the awarding body's published starting time for the delayed examination and ensure there is no contact with other candidates who have already taken the examination (ICE 8.2)
- If a candidate is allowed to take an examination on a later day than other candidates at the centre, ensure all copies of the question paper used on the earlier day are sealed in an envelope and returned to the centre's secure storage facility until all candidates at the centre have taken that examination (ICE 8.6)

Separate Invigilator

The Purpose

The purpose of this section is to confirm the criteria when this arrangement may be considered and granted for a candidate at The City of Leicester College in compliance with the regulations.

Separate invigilation within the centre is an available access arrangement as defined in the JCQ regulations. This is an arrangement where a candidate with an established difficulty may be eligible to take an examination accommodated in another room separate to the main cohort.

Decisions on the awarding of the arrangement

At The City of Leicester College, decisions on the awarding of the arrangement are made by: Nic Coton

Decisions are based on:

- Whether the candidate has a substantial and long-term impairment which has an adverse effect (AA 5.16)
- The candidate's normal way of working within the centre (AA 5.16)
- Ensuring the proposed arrangement does not disadvantage or advantage the candidate (AA 4.2.1)

Criteria for the awarding of the arrangement

Separate invigilation will be considered where the arrangement would prevent a candidate from being placed at a substantial disadvantage and where the following conditions are met:

- The candidate has an established difficulty as defined in section 5.16 of the JCQ's **Access Arrangements and Reasonable Adjustments** publication (ICE 14.18)
- The candidate has a long-term medical condition or long term social, emotional or mental health need (AA 5.16)
- The candidate's difficulties are established within the centre and known to relevant staff or a senior member of staff with pastoral responsibilities (AA 5.16)
- Separate invigilation reflects the candidate's normal way of working in internal tests and mock examinations because of a long-term medical condition or long term social, emotional or mental health needs (AA 5.16)
- Where a candidate is subject to separate invigilation within the centre, the regulations and guidance within the JCQ publication **Instructions for conducting examinations** will be adhered to, particularly in relation to accommodation and invigilation arrangements (ICE 14.18)

Separate room arrangements

At The City of Leicester College arrangements for seating candidates in rooms separate to the main cohort may be put in place in other circumstances. As and when applicable, these circumstances include:

- Extra time
- Rest breaks
- Reader
- Word processor
- Scribe
- Alternative room

Exam Archiving

The Purpose

The purpose of this section is to:

- Identify exams-related information/records held by the exams office
- Identify the retention period
- Determine the action required at the end of the retention period and the method of disposal
- Inform or supplement the centre-wide records management policy

Archiving

Access arrangements information

Record(s) description: All hard copy information relating to access arrangements is filed and kept by the SENCo lead.

Retention information/period: All records remain with SENCo. However, SENCo gives detailed spreadsheet to exams manager outlining the access arrangements needed to be taken into consideration. This spreadsheet is securely stored in the exams office.

Action at the end of retention period (method of disposal): Confidential waste/shredding

Attendance register copies

Record(s) description: Signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers are kept from each examination.

Retention information/period: Records are kept in accordance with the requirements of ICE, sections 12, 22 (...keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. The centre must keep them until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.)

Action at the end of retention period (method of disposal): Confidential waste/shredding

Awarding body administrative information

Record(s) description: Any hard copy publications provided by awarding bodies.

Retention information/period: Records retained until the current academic year update is provided.

Action at the end of retention period (method of disposal): Confidential waste/shredding

Candidates' scripts

Record(s) description: Any unused scripts are given to HoD to use as teaching and learning resources. Scripts are not given out until 24 hours after the live exam has finished.

Retention information/period: Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner.) and GR, section 3.15 (... ensure that when scripts that have been returned under access to scripts arrangements are no longer required, they are disposed of in a confidential manner, but no earlier than the dates specified by the awarding bodies...).

Action at the end of retention period (method of disposal): Confidential disposal

Candidates' work

Record(s) description: Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period.

Retention information/period: Records logged on return to the centre and immediately returned to subject staff as records owner. To be stored safely and securely along with work that did not form part of the moderation sample (including materials stored electronically) in accordance with the requirements of GR, section 3.15 (...store safely and securely all non-examination assessments, including controlled assessments, coursework or portfolios, retained in, or returned to, the centre until the deadline for a review of moderation has passed or until a review of moderation, an appeal or a malpractice investigation has been completed, whichever is later. This includes materials stored electronically...).

Action at the end of retention period (method of disposal): Returned to candidates or safe disposal.

Centre consortium arrangements for centre assessed work

Record(s) description: Any hard copy is kept in secure storage and centre assessed grades are submitted through exam boards.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Work returned to candidates or safe disposal.

Certificates

Record(s) description: Candidate certificates issued by awarding bodies.

Retention information/period: Records retained in accordance with the requirements of GR, section 5.14 (...retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue...).

Action at the end of retention period (method of disposal): Confidential destruction.

Certificate destruction information

Record(s) description: A record of unclaimed certificates that have been destroyed is kept.

Retention information/period: Records retained in accordance with the requirements of GR, section 5.14 (... destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed in a confidential manner. Centres that do not have a means of destroying certificates confidentially may return them to the respective awarding body. A record of certificates that have been destroyed should be retained for four years from their date of destruction. However, candidates should be informed that some awarding bodies do not offer a replacement certificate service. In such circumstances the awarding body will issue a Certifying Statement of Results... (Where an awarding body issues a replacement certificate, or a Certifying Statement of Results, this will provide an accurate and complete record of results for all qualifications covered by the original certificate... return any certificates requested by the awarding bodies. Certificates remain the property of the awarding bodies at all times.)

Action at the end of retention period (method of disposal): Confidential destruction.

Certificate issue information

Record(s) description: A record of certificates that have been issued.

Retention information/period: Records retained in accordance with the requirements of GR, section 5.14 (... distribute certificates to all candidates without delay and regardless of any disputes (such as non-payment of fees). Certificates must not be withheld without prior permission from an awarding body which will only be given in very exceptional circumstances. A record should be kept of the certificates that are issued...).

Action at the end of retention period (method of disposal): Confidential destruction.

Confidential materials: initial point of delivery logs

Record(s) description: Logs recording awarding body confidential exam materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room for transferal to the centre's secure storage facility.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Confidential materials: receipt, secure movement and secure storage logs

Record(s) description: Logs recording awarding body confidential exam materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room for transferal to the centre's secure storage facility.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Conflict of Interest records

Record(s) description: Records demonstrating the management of Conflicts of Interest are sent to exam boards.

Retention information/period: Records retained in accordance with the requirements of GR, section 5.3 (...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.).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Dispatch logs

Record(s) description: Proof of dispatch of exam script packages to awarding body examiners covered by the DfE (Standards & Testing Agency) yellow label service.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Entry information

Record(s) description: Any hard copy information relating to candidates' entries.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Exam question papers

Record(s) description: Question papers for timetabled written exams.

Retention information/period: Records retained in accordance with the requirements of GR, section 6.12 (...For confidentiality purposes question papers must not be released to centre personnel for use in accordance with the above licence until after the awarding body's published finishing time for the examination or, in the case of a timetable variation, until all candidates within the centre have completed the examination. This does not restrict access to question papers by authorised centre personnel for the purpose of conducting examinations...).

Action at the end of retention period (method of disposal): Issued to subject staff

Exam room checklists

Record(s) description: Checklists confirming exam room conditions and invigilation arrangements for each exam session.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding

Exam room incident logs

Record(s) description: Logs recording any incidents or irregularities in exam rooms for each exam session.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Exam stationery

Record(s) description: Awarding body exam stationery provided solely for the purpose of external exams.

Retention information/period: Records retained in accordance with the requirements of ICE, section 30 (...return unused stationery to the secure storage facility or secure room until needed for a future examination. Surplus stationery must not be used for internal school tests, mock examinations and non-examination assessments...destroy confidentially any out-of-date stationery.).

Action at the end of retention period (method of disposal): Confidential destruction

Examiner reports

Record(s) description: Examiner reports

Retention information/period: Records immediately provided to head of department as records owner.

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Finance information

Record(s) description: Copy of invoices for exams-related fees.

Retention information/period: Records returned to Finance department as records owner at the end of the academic year.

Invigilation arrangements

Record(s) description: Checklists confirming exam room conditions and invigilation arrangements for each exam session.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Invigilator and facilitator training records

Record(s) description: Certificates for completed units of training done by each invigilator.

Retention information/period: Records retained in accordance with the requirements of ICE, section 12 (A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Moderator reports

Record(s) description: Moderator reports

Retention information/period: Records immediately provided to head of department as records owner.

Moderation return logs

Record(s) description: Logs recording the return of candidates' work to the centre by the awarding body at the end of the moderation period.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Overnight supervision information

Record(s) description: The JCQ Overnight Supervision form is completed online using CAP. The JCQ Overnight Supervision Declaration form is downloaded from CAP for signing by the candidate, the supervisor and the head of centre.

Retention information/period: Records retained in accordance with the requirements of ICE, section 8 (...keep all completed forms available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Forms may be stored electronically or in hard copy paper format and must not be sent to an awarding body, unless specifically requested...).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Post-results services: confirmation of candidate consent information

Record(s) description: Hard copy or email record of required candidate consent.

Retention information/period: Records retained in accordance with the requirements of PRS, section 4, appendices A, B (Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation. This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal. This form should be retained on the centre's files for at least six months.).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Post-results services: request/outcome information

Record(s) description: Any hard copy information relating to a post-results service request (RoRs, appeals, ATS) submitted to an awarding body for a candidate and outcome information from the awarding body.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Post-results services: tracking logs

Record(s) description: Logs tracking to resolution all post-results service requests submitted to awarding bodies.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Proof of postage - candidates' work

Record(s) description: Proof of postage/dispatch of candidates' scripts to awarding body examiners/markers. Proof of postage/dispatch of sample of candidates' work submitted to awarding body moderators.

Retention information/period: Records (proof of postage/dispatch of candidates' scripts to awarding body examiners/markers) retained in accordance with the requirements of ICE, section 29 (Centres not involved in the secure despatch of exam scripts service... must obtain proof of postage/despatch for each packet of scripts, which must be retained on the centre's files until the results are published, in case of loss or damage. (Proof of postage will provide evidence that the candidates' scripts have left the centre. This is taken to indicate that the scripts were written at the appointed time and that, should the scripts not be received by the awarding body/examiner, then special consideration may be possible.) ...).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Resolving timetable clashes

Record(s) description: Any hard copy information relating to the resolution of a candidate's clash of timetabled exam papers.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Results information

Record(s) description: Broadsheets of results summarising candidate final grades by subject by exam series.

Retention information/period: Records for current year plus previous 6 years retained as a minimum.

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Seating plans

Record(s) description: Plans showing the seating arrangements of all candidates for every exam taken.

Retention information/period: Records retained in accordance with the requirements of ICE, section 12 (...keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. The centre must keep them until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Special consideration information

Record(s) description: Any hard copy information relating to a special consideration application which has been submitted to an awarding body for a candidate and signed evidence produced by a senior leader in support of the application.

Retention information/period: Records retained in accordance with the requirements of SC, section 6 (All applications must be supported by signed evidence produced by a member of the senior leadership team. The centre must retain this evidence until after the publication of results.)

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Suspected malpractice reports/outcomes

Record(s) description: Any hard copy information relating to a suspected or actual malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Transferred candidate arrangements

Record(s) description: Any hard copy information relating to a transferred candidate arrangement. Applications submitted online via CAP.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Very late arrival reports/outcomes

Record(s) description: Any hard copy information relating to a candidate arriving very late to an exam. Reports submitted online to exam boards.

Retention information/period: Where specific retention information is not provided by JCQ or other authorised organisation, it is suggested as good practice that exams-related information that is held in the centre is retained at the very least until after the deadline for reviews of results or other results enquiries (or the resolution of any outstanding reviews/appeals or malpractice investigations) for the relevant exams series).

Action at the end of retention period (method of disposal): Confidential waste/shredding.

Lockdown Policy

The Purpose

The purpose of this policy is to confirm the arrangements at The City of Leicester College for dealing with a lockdown when examinations are being conducted. Lockdown procedures have been determined by consulting **Stay Safe** guidance provided by GOV.UK

A lockdown may be required in the following situations:

- an incident or civil disturbance in the local community which poses a risk
- an intruder on the site with the potential to pose a risk
- local risk of air pollution, such as a smoke plume or gas cloud
- a major fire in the vicinity
- a dangerous animal roaming loose
- any other external or internal incident which has the potential to pose a threat

Where a lockdown may be required when conducting examinations, the focus will be:

- the welfare and safety of candidates and exams staff
- maintaining the integrity and security of the examination/assessment process

Lockdown procedures

Where a lockdown is required, the following procedures will be employed at The City of Leicester College:

Before an examination

As candidates are entering/waiting to enter the examination room, Invigilators will:

- instruct candidates to enter the examination room immediately
- instruct candidates to remain silent, hide under desks or sit against a wall/around a corner but not near the door and to ensure mobile phones are on silent and non-vibrate mode
- lock all windows and close any/all curtains/blinds
- switch off all lights
- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the room
- take an attendance register/head count if possible
- if the threat is a chemical or toxic release, instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room
- where safe/possible, do not leave the examination question papers unattended/out of sight

A senior leader/authorised person will be present around the examination room(s) area(s) and where safe/possible, communicate the situation to the exams office/officer (via mobile phone/walkie talkie on silent and non-vibrate mode)

The exams office/officer will collate the information from all examination rooms and forward this to the head of centre immediately

The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services

During an examination

When candidates are in the examination room, Invigilators will:

- tell candidates to stop writing immediately and close their answer booklets
- collect the attendance register
- make a note of the time when the examination was suspended
- instruct candidates to remain silent, leave all examination materials on their desks and hide under desks
- where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
- lock all windows and close any/all curtains/blinds
- switch off all lights

- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the room
- if the threat is a chemical or toxic release, instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room
- where safe/possible, do not leave the examination question papers unattended/out of sight

Where safe/possible, the exams office/officer will collate the information from all examination rooms and forward this to the head of centre immediately.

The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services. If appropriate, where safe/possible, and following instruction from the appropriate authority, the exams office/officer and/or invigilators will initiate the emergency evacuation procedure.

Where safe/possible, the exams office/officer will collect all examination question papers and materials for safe/secure storage following advice from the appropriate awarding body/bodies.

After an examination

As candidates are leaving the examination room, Invigilators will:

- stop dismissing candidates from the examination room
- instruct candidates who have left to re-enter the examination room
- instruct candidates to remain silent and hide under desks/tables
- where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on silent and non-vibrate mode)
- lock all windows and close any/all curtains/blinds
- switch off all lights
- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the room
- If the threat is a chemical or toxic release, instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room
- where safe/possible, do not leave the examination question papers unattended/out of sight

Where safe/possible, the exams officer will collate the information from all examination rooms and forward this to the head of centre immediately.

The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services.

Ending a lockdown

- The lockdown will be ended by either:
 - the sound of a defined alarm, or
 - the identification/authorisation of emergency service officer/senior leader/head of centre entering the examination room
- A specific word or phrase may be used to confirm that the instruction to end the lockdown is genuine
- Invigilators will undertake a head count/register and confirm attendance with the exams office/officer/senior leader
- Where applicable and if advised to do so by a senior leader/head of centre, if there is sufficient time (and following JCQ regulations), candidates may be allowed to restart their examination

Invigilators will:

- ask candidates to return to their desks, remind them they are under formal examination conditions and allow a settling down period
- allow candidates the full working time remaining for their examination
- recalculate the revised finish time(s)
- tell the candidates to open their answer booklets and re-start their examination
- amend the revised finish time(s) on display to candidates
- note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding body/bodies)

The exams office/officer will:

- provide a report of the incident for the awarding body/bodies (via the special consideration process or as advised by awarding bodies)
- safely/securely store all collected exam papers and materials pending awarding body advice/guidance
- Where applicable/possible/available, the senior leader/exams office/officer will:
 - discuss any alternative examination sittings with the awarding body/bodies
 - offer, arrange and provide support services to staff and candidates
- At the earliest opportunity, the senior leader/head of centre will prepare a communication to parents/carers advising them of events (including relevant actions and outcomes)
- Where possible, exams staff and candidates will be invited to attend an assembly lead by the head of centre to discuss the lockdown and offer ongoing support:
 - If this is not possible, communications will be provided via a centre text/email/newsletter and information uploaded to the centre website

Roles and Responsibilities

The role of the head of centre

- Ensure that a dedicated lockdown alarm tone is in place and recognised by all staff and candidates
- Arrange appropriate training for all exams staff in lockdown procedures
- Ensure candidates are aware of the procedures relating to a lockdown, particularly those arriving late for an examination who cannot access the examination room due it being locked down
- Ensure all candidates and staff are aware of a possible exit point in case an intruder manages to gain access, or the room becomes unsafe
- Provide written lockdown procedures for examination room/invigilator use
- Inform the relevant emergency service(s) immediately in the case of any potential threat to the safety of exams staff and candidates

The role of the senior leader

- Assume responsibility for exams staff and candidates taking examinations during a lockdown
- Arrange training/drills for examination candidates on lockdown procedures
- Inform parents/carers about the centre's Lockdown Policy in relation to the conducting of examinations
- Have a presence around examination room areas prior to the start of each examination session
- Liaise with the appropriate authorities and awarding bodies regarding candidates taking examinations during a lockdown
- Use the examination room attendance register(s) to compile a list of any candidates not accounted for

The role of the exams office/officer

- Train invigilators in the centre's lockdown procedures
- Where safe/possible, liaise with senior leaders/invigilators in all examination rooms during a lockdown
- Assist with lockdown training for staff and candidates where applicable to the conducting of examinations

The role of the invigilator

- Be aware of the centre's lockdown procedures
- Complete attendance registers as soon as possible so candidates can be identified in the event of a lockdown
- Where safe/possible, to communicate with the exams office/officer during a lockdown to confirm the situation in a particular examination room

Special Considerations

The Purpose

The purpose of this section is to identify roles and responsibilities within the special consideration process and confirms The City of Leicester College will submit an application for special consideration where a candidate meets the published criteria. (GR 5.9)

Special consideration is a post-examination adjustment to a candidate's mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment. (SC 1)

Special consideration can go some way to assist a candidate affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in their examinations. It cannot remove the difficulty faced by the candidate. This means that there will be some situations where candidates should not be entered for an examination. This is because only minor adjustments can be made to the mark awarded. To make larger adjustments would jeopardize the standard of the examination. (SC 1)

Eligibility for special consideration

- Candidates will be eligible for special consideration if they have been fully prepared and have covered the whole course but performance in the examination, or in the production of coursework or non-examination assessment, is materially affected by adverse circumstances beyond their control (SC 2.1)
- Special consideration must be applied for at the time of the assessment (SC 2)
- Candidates will NOT be eligible for special consideration if preparation for, or performance in the examination is affected by the reasons detailed in the JCQ publication **A guide to the special consideration process** (SC 2.3)

Roles and Responsibilities

The role of the head of centre

- Be familiar with, refers to and directs relevant centre staff to the annually updated JCQ publication **A guide to the special consideration process**
- Ensure where a candidate meets the published criteria, an application for special consideration will be submitted to the relevant awarding body by the exams office/officer

The role of the Exams Manager

- Refer to the criteria detailed in the JCQ publication **A guide to the special consideration process** to determine where a candidate is/is not eligible for special consideration
- Where a candidate meets the published criteria, submit an application for special consideration to the relevant awarding body

The role of the senior leader

- Produce signed evidence to support all applications for special consideration (SC 6)

The role of other staff

- Provide any appropriate evidence or information that may be required to determine a candidate's eligibility for special consideration

The role of an affected candidate (or parent/carer)

- Provide any medical or other evidence that may be required to confirm eligibility for special consideration

Applying for special consideration

At The City of Leicester College, where a candidate is eligible, special consideration will be applied for at the time of the assessment in accordance with the regulations as detailed in the JCQ publication **A guide to the special consideration process**.

Examples where a candidate/candidates may be eligible for special consideration include:

- A candidate arrives for the examination and is clearly unwell, extremely distressed and/or may have sustained an injury that requires emergency access arrangements to be put in place:
 - the candidate is kept under centre supervision (from 30 minutes after the published starting time for that examination until they begin it) while appropriate arrangements are put in place for the candidate to take the examination (ICE 7.4)
 - special consideration is applied if this indisposition has had, or is reasonably likely to have had, a material effect on the candidate's ability to demonstrate his or her normal level of attainment in the examination (SC 1)
- Application for an allowance on the last paper taken in a day when a candidate has been entered for three or more examinations timetabled for the same day and the total duration of those papers is more than 5 hours 30 minutes (GCSE examinations) or more than 6 hours (GCE examinations) (SC 3.3)
- Serious disturbance during the examination (SC 2.1)
- Candidates will not be eligible for special consideration if preparation for, or performance in the examination is affected by a minor disturbance in the examination room caused by another candidate, such as momentary bad behaviour or a mobile phone ringing (SC 2.3)

Candidates who are absent from a timetabled component/unit for acceptable reasons

If a candidate is absent for acceptable reasons, and The City of Leicester College can support this, special consideration will be applied for if the examination missed is in the terminal series and the minimum requirements for enhanced grading in cases of acceptable absence can be met. (SC 4)

For unitised examinations taken in an examination series prior to certification, candidates must be re-entered for any missed units at the next assessment opportunity. Unless there are difficulties arising, e.g. group performances which cannot be repeated, special consideration will not be awarded. (SC 4)

Other issues

Where other issues or problems affect a candidate or a group of candidates, special consideration will be explored in **A guide to the special consideration process** and applied for where eligible. This may include, for example:

- Other certification (SC 5)
- Coursework/non-examination assessment extensions (SC 5)
- Shortfall in work (coursework/non-examination assessment) (SC 5)
- Lost or damaged work (non-examination assessment components) (SC 5)
- Candidates taking an incorrect or defective question paper (SC 5)
- Candidates undertaking the wrong controlled assessment or non-examination assessment assignment (SC 5)

Where a candidate may be eligible for special consideration (a post assessment adjustment) in a vocational qualification, The City of Leicester College will follow **A guide to special consideration** (section 7) and awarding body guidance to determine if, when and how an adjustment can be applied for.

Processing applications for special consideration

The role of the head of centre

- Ensure all eligible applications are supported by signed evidence produced by a senior leader (SC 6)

The role of head of SEND lead

- Ensure applications are processed as required by the awarding bodies

- Ensure a candidate/candidates (or a parent/carer) understands that all cases must be dealt with by the centre [SC 6]
- Ensure that special consideration is applied for at the time of the assessment
- Ensure special consideration is not applied for in a cumulative fashion and where a candidate may be affected by different indispositions, ensure special consideration is only applied for the most serious indisposition
- Keep evidence to support all applications on file until after the publication of results and provide the signed evidence produced by a senior leader in support an application where this may be requested by an awarding body (SC 6)
- Meet the awarding body deadline(s) for submitting applications

Submitting applications for special consideration

At The City of Leicester College, where a candidate or group of candidates is/are eligible for special consideration, applications will be submitted to the relevant awarding body following the published processes in **A guide to the special consideration process**.

Timetabled written examinations

- Applications for individual candidates will be submitted online by logging into the relevant awarding body secure extranet site and following the links to special consideration (where the awarding body's secure site accepts applications online)
- A single application to cover all examinations where a candidate is present but disadvantaged and a separate application for each day where a candidate is absent from an examination for an acceptable reason will be submitted
- The paper form 10 **Application for special consideration** will only be completed and submitted to the awarding body where the online system does not accept applications for a particular qualification
- For groups of candidates, applications will be made online where the awarding body's secure system accepts group applications or form 10 will be completed
- The paper form 14 **Self-certification form** (Self-certification for candidates who have missed an examination) will only be completed by a candidate where circumstances warrant this and will not be used where the centre knows the candidate was ill

Internally assessed work

- Where appropriate, applications will be made online where the awarding body's secure system accepts them or form 10 will be completed and submitted to the awarding body
- Where a short extension to a work submission deadline for an individual candidate is being requested, the awarding body will be contacted directly
- Where an application relates to a shortfall in work for an individual, this will be submitted online or by completing form 10, dependent on the awarding body

Post-assessment adjustments - vocational qualifications

- Where the learners circumstances are eligible, form 10 or form VQ/SC **Application for special consideration Vocational qualifications** will be completed and submitted to the awarding body.

Late applications

If, after the publication of results for a particular examination series, a claim is made that special consideration was not applied for at the time of an assessment where a candidate was eligible, the claimant will be informed that late applications will only be accepted by an awarding body in the most exceptional circumstances and where a senior leader is able to produce evidence to support a late application.

If a claim is made after the completion of a review of results, the claimant will be informed that an application for special consideration cannot be submitted.