



Highlands

School & Sixth Form

Dare to
flourish

EXAMINATIONS POLICY

APPROVED

Date of Last Review	September 2025
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Governors Committee	School standards and performance

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Introduction

The purpose of this Exams Policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates
- to ensure the operation of an efficient exam system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.

This exams policy will be reviewed annually by the Head of Centre, Deputy Head and the exams officer.

Section 1 - Exam responsibilities

a) Head of Centre

National Centre Number Register - The Head of Centre

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures the National Centre Number Register annual update is responded to by the end of October every year
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update by completion of the HoC Declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - o the centre status being suspended
 - o the centre not being able to submit examination entries
 - o the centre not receiving or being able to access question papers
 and ultimately, awarding bodies could withdraw their approval of the centre

Overall responsibility for the school as an exam centre:

- advice on appeals and reviews of results
- responsible for reporting all suspicions or actual incidents of malpractice and will adhere to the guidance in the JCQ document *Suspected Malpractice in Examinations and Assessments*. (see <http://www.jcq.org.uk/exams-office/malpractice>)
- ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres](#) (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.
- ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.
- must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

b) Exams officer (see also Appendix C - security)

Manages the administration of public and internal exams and exam results

- advises the Senior Leadership Team, subject and class tutors and other relevant support staff on annual exam timetables and application procedures as set by the various exam boards
- oversees the production and distribution to staff, governors and candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning **imminent** deadlines and events
- ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
- liaises with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines
- provides and confirms detailed data on estimated entries
- receives, checks and stores securely all exam papers and completed scripts
- identifies and informs SENCO in advance of the planned daily requirements for access arrangements according to the needs already identified by the SENCO and makes applications for special consideration using the JCQ *Access arrangements and special considerations regulations* and *Guidance relating to candidates who are eligible for adjustments in examinations*
- identifies and manages exam timetable clashes
- accounts for income and expenditures relating to all exam costs/charges
- organises the recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams
- submits candidates' coursework marks, tracks despatch and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule
- arranges for the dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests
- maintains systems and processes to support the timely entry of candidates for their exams.
- Ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system.

Information sharing

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that have been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites
- Inform candidates of the processing the centre undertakes eg. that personal data including name, date of birth, gender shared with awarding bodies for the purpose of examining and awarding qualifications.
- Materials which are submitted by candidates for assessment may be used for other purposes by the awarding body as outlined in their privacy policies and in accordance with their terms.

Information Gathering

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Collects information on internal exams to enable preparation for and conduct of (insert the titles these internal exams are referred to in the centre)

Centre Inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection

c) Senior Leadership

- Organisation of teaching and learning
- Ensure courses followed at key stage 4 / post-16 are externally validated
- Ensure qualifications are delivered as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates
- Be the budget holder for all examinations and invigilation

d) Curriculum Middle Leaders

- Guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.
- Involvement in post-results procedures.
- Accurate submission of coursework marks and declarations to exam boards in liaison with the exams officer
- Provide entry information requested by the EO to the internal deadline
- Inform the EO immediately of any subsequent changes to entry information
- Enable candidates sufficient and up to date practical experience, or relevant training where required by the subject concerned

e) Teachers

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCO
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Notification to the SENCO of the need for access arrangements for students (as soon as possible after the start of the course).
- Submission of candidate names to heads of department / faculty.
- Notification to EO if delivering a new qualification

f) SENCO

- Identification and testing of candidates' requirements for access arrangements.
- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including: Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Organisation of human and physical resources for access arrangements
- Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

g) Lead invigilator/invigilators

- Attends training, update, briefing and review sessions as required
- Collection of exam papers and other material from the exams officer's office before the start of the exam.

- Ensure appropriate exam conditions are maintained throughout examinations in accordance with JCQ rules
- Collection of all exam papers in the correct order at the end of the exam and their return to the exams officer office.

h) Candidates

- Confirm entry information is correct or notify the exams officer of any discrepancies
- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.

i) Administrative staff

- Support for the input of examination entry data.
- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Section 2 - The qualifications offered

The statutory tests and qualifications offered at this centre are decided by the Head of Centre, Deputy Head and the Curriculum Middle Leaders.

The qualifications offered include GCSE, A level and BTEC.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there has been a change of syllabus from the previous year, the exams officer Office must be informed by the end of October of the academic year in question and the exams officer will send out a request for information in September to all Curriculum Middle Leaders.

At Key Stage 4 and Post 16

All candidates will be entitled, and enabled, to achieve an entry for qualifications from external awarding bodies. Candidates will only normally be withdrawn from examinations if they are unlikely to achieve a pass grade and this will be subject to the approval of the Headteacher.

Section 3 - Exam seasons and timetables

3.1 Exam seasons

- Internal exams are scheduled and shown in the school calendar.
- External exams are scheduled in November for year 12 re-sits of English and Maths GCSE and in May/June for the main exam season.
- All internal exams are held under external exam conditions.
- Which exam series are used in the centre is decided by the Head of Centre and Deputy Head in consultation with the Curriculum Middle Leaders.

3.2 Timetables

The exams officer will circulate the exam timetables for both external and internal exams once these are confirmed.

Section 4 - Entries, entry details, late entries and retakes

The Head of Centre - National Centre Number Register

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies eg. entries
- Ensures the National Centre Number Register annual update is responded to by the end of October every year
- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre

4.1 Entries

- The EO will request final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- The EO will inform CMLs of subsequent deadlines for making changes to final entry information without charge
- The EO observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification
- The EO will provide candidates with statements of entry for checking
- Candidates are selected for their exam entries by the subject teachers and the Curriculum Middle Leaders.
- A candidate or parent/carer can request a subject entry, change of level or withdrawal but this will need to be confirmed by the relevant Curriculum Middle Leaders, following application to and approval from the Head of Centre.
- Before the deadline for normal entries for each exam season is reached, the exams officer will produce a spreadsheet showing all entries and comparing them with estimated costs. This spreadsheet will be signed by the SLT lead and Head of Centre before entries are submitted to the board.
- The centre accepts entries from external candidates but only where this does not increase examination costs for the centre or significantly impact on the smooth running of the examinations for the internal candidates.

4.2 Late entries

- Entry deadlines are circulated to Curriculum Middle Leaders via email.
- Late entries are authorised by Curriculum Middle Leaders, subject teachers and exams officer and charged to departments, unless it is due to the late admission of a candidate into the school or other event outside of faculty control. The exams officer will get authorisation for payment of the late entry fee from the Curriculum Middle Leaders or from the DH before processing the late entry /amendment and will keep a summary record of said changes and charges.

4.3 Retakes

- Requests from candidates to re-take an examination will be considered but candidates will normally be expected to pay for them as a private entry. Such requests would normally be granted unless it would cause an unreasonable burden for the School or staff.
- Retake decisions will be made in consultation with the candidates, subject teachers, the Curriculum Middle Leaders and, when appropriate, the Head of Post-16.

Section 5 - Exam fees

- GCSE initial registration and entry exam fees are paid by the centre.
AS initial registration and entry exam fees are paid by the centre.
A Level initial registration and entry exam fees are paid by the centre.
Late entry or amendment fees will normally be paid by the centre.
- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.
- Reimbursement will be sought from candidates who fail to sit an exam or meet the necessary coursework requirements.
- This fee reimbursement policy will be communicated in writing to candidates and parents/carers at the start of GCSE and post-16 courses.
- Retake fees are paid by parents other than in exceptional circumstances authorised by the Head of Centre. (See also section 4.3: Retakes).
- The Centre will only pay for Review of Results (RoRs) in exceptional circumstances.(See also section 11.2: Review of Results [RoRs])

Section 6 - The Equality Act (2010) special needs and access arrangements

6.1 The Equality Act

- The Equality Act extends the application of the equal opportunities for candidates with disabilities to general qualifications. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

6.2 Special needs

- The SENCO and the educational psychologist / specialist teacher determine a candidate's special needs requirements.
- The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam.
- The SENCO will also inform individual staff of any special arrangements that individual candidates may be granted during the course and in the exam.

6.3 Access arrangements

- The SENCO will ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- The SENCO will ensure a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- The SENCO will be responsible for the awarding of special access arrangements for candidates to take exams.
- The SENCO will be responsible for gathering evidence to support needs for access and submitting completed access arrangement applications to the awarding bodies.
- The SENCO/EO will ensure staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangements and keeps a record of the content of training provided to facilitators for the required period
- The EO will ensure the SENCO is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.
- The EO in liaison with the SENCO will arrange rooming and invigilation and support for access arrangement candidates.
- The EO will communicate to candidates and parents the process for applying for special consideration in advance of public exams.

Section 7 - Estimated grades

7.1 Estimated grades

Curriculum Middle Leaders will submit estimated grades to the exams officer when requested by the exams officer.

Section 8 - Managing invigilators and exam days

8.1 Managing invigilators

- External invigilators will be used for exam supervision. They will be used for all exams apart from internal examinations run in teaching rooms which may be invigilated by the class teacher and for internal exams which release teachers who may then be requested to help invigilate. All external examinations will be invigilated solely by examination invigilators.
- The recruitment of invigilators is the responsibility of the exams officer Office.
- Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the centre administration. DBS fees for securing such clearance are paid by the centre.
- Invigilators are timetabled and briefed by the exams officer office.
- Invigilators' rates of pay are set by the centre administration.

8.2 Exam days

- The exam officer will follow the general regulations set by JCQ.
- The exam officer must complete a second pair of eyes check is recorded when opening exam papers
- The exams officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.
- Site management is responsible for setting up the allocated rooms.
- The lead invigilator will start all exams in accordance with JCQ guidelines.
- Subject staff may be present at the start of the exam to assist with identification of candidates but must not advise on which questions are to be attempted.
- In practical exams subject teachers may be on hand in case of any technical difficulties.
- Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to Curriculum Middle Leaders at the end of the exam session.
- Ensures a procedure is in place to verify candidate identity including private candidates

Section 9 - Candidates, clash candidates and special consideration

9.1 Candidates

- The Centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times.
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.
- For exams longer than one hour, candidates will not be allowed to leave the exam room until at least one hour after the published starting time. They will not be allowed to return.
- The exams officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.
- Private candidates are accepted at the discretion of the exam officer

9.2 Clash candidates

The exams officer will be responsible as necessary for identifying escorts, identifying a secure venue and arranging overnight stays.

9.3 Late Arrivals

- A candidate who arrives after the start time of the examination will be given the full time if invigilators are available to supervise the exam.
- Students must report to the exams officer if they arrive later than 1 hour after the published starting time. A full written report on the JCQ form will then be sent to the awarding body. However, the student will not be allowed to sit the paper if the paper has already been officially completed.
- The candidate must be warned that the awarding body may not accept their work.

9.4 Special consideration

Should a candidate be too ill to sit an exam, suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert the centre to that effect. If taken ill during an exam, candidates must inform the invigilator who will inform the exams officer. If unable to sit an exam, then candidates must inform the exams officer.

Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example a letter from the candidate's doctor.

The exams officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

9.5 Illness during examinations

Should a candidate complain of headache or other malady and would like to have a paracetamol or other analgesic then the invigilator will inform the School Office as soon as reasonably practicable. The Office will facilitate the candidate receiving such medication as soon as possible after checking the child's SIMS record for parental permission in the usual way. This means that examination candidates can receive such medication before, during and after the normal period for the distribution of such medication. If this is earlier than normal then it may be necessary to contact home to make sure that paracetamol has not already been taken in the preceding 4 hours in order to prevent any overdosing.

Section 10 - Coursework and appeals against internal assessments

10.1 Coursework

- Candidates who have to prepare portfolios should do so by the end of the course or centre-defined date.
- Curriculum Middle Leaders will ensure all coursework is ready for dispatch at the correct time and the exams officer will keep a record of what has been sent, when and to whom.
- The subject teacher provides marks for all internally assessed work to the exams officer.

10.2 Internal assessment and endorsements

Head of centre

Controlled assessments, coursework and non-examination assessments

- Ensures arrangements are in place to coordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a **non-examination assessment policy** is in place for GCE and GCSE qualifications which include components of non-examination assessment
- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering reformed GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- For other qualifications, ensure teaching staff follow appropriate instructions issued by the awarding body
- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Exams officer

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

- Signposts teaching staff to relevant JCQ [Information for candidates documents](#) that are annually updated

10.3 Appeal against internal assessments

See appendix A for more information but the main points are:

- candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- appeals should be made in writing **within a week** of receiving your mark to the Head of Centre, Curriculum Middle Leader or examinations officer who will investigate and decide whether the process used conformed to the necessary requirements and make any necessary changes.
- the head of Centre's finding will be notified in writing, copied to the exams officer and recorded for awarding body inspection.

Section 11 - Results, Review of Results (RoRs) and access to scripts (ATS)

11.1 Results

- Candidates will receive individual results slips on results days in person at the centre or may be viewed online.
- **Results will not normally be sent in any other way.**
- The senior leader responsible makes arrangements for the School to be open on results days: Deputy Headteacher (Achievement) for GCSE exams, Director of KS5 for A level examinations.
- The provision of staff (other than the exams officer) on results days is the responsibility of the relevant senior leader.

11.2 Review of Results (RoRs)

Centre staff or candidates may request RoRs (commonly but incorrectly called re-marks or appeals) if there are reasonable grounds for believing there has been a significant error in marking which might lead to an improvement in the outcome grade for a student. RoRs agreed to by the centre will be paid for by the centre.

If the centre (or the candidate) makes an enquiry about a result (review of the original marking) there are three possible outcomes:

- The original mark is lowered, so the final grade may be lower than the original grade received.
- The original mark is confirmed as correct, so there is no change to the grade.
- The original mark is raised, so the final grade may be higher than the original grade you received.

When the centre does not agree to the request for a RoR, a candidate may still apply to have an enquiry carried out but will be required to bear any costs incurred. In any case, the written consent of candidates must be obtained in advance and kept by the exams officer, according to JCQ regulations. (Email requests from parents or candidates together with payment or payment for a private review via the school's exam shop online will be taken as written consent).
(See section 5: Exam fees)

11.3 Access to Scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained and kept by the exams officer, according to JCQ regulations.

Note: RoRs cannot be applied for once a script has been returned.

Section 12 - Certificates

Certificates are usually presented in person to the candidate.

Certificates may be collected on behalf of a candidate by a third party, if they provide sufficient evidence to show they have been authorised to do so. The examination officer will maintain a record of candidates' signatures when they collect their certificates. Certificates are **not** withheld from candidates who owe fees.

The centre retains certificates for three years, according to examination board regulations.

Named staff

Head of centre
Vin McInerney

Exams officer
Corinne Bell

Deputy head
Mia Lloyd

Senior manager
Karl Tuton

Linked Documents

- Contingency plan
- Emergency evacuation policy
- Disability policy
- Special consideration
- Controlled assessments
- Non-exam assessment
- Internal appeals
- Access arrangements

Appendix A – Appeals against internally assessed marks (e.g. BTEC & GCSE controlled assessments and GCE coursework)

Highlands School is committed to ensuring that whenever its staff mark candidates' controlled assessment/coursework this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

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

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

1. Appeals should be made as early as possible to enable the centre to meet examination board deadlines and so should be made within a week of the final marks being shared with candidates.
2. Appeals must be made in writing by the candidate's parent/carer to the head of faculty, examinations officer or head of centre.
3. The head of centre will appoint a senior member of staff, i.e. an Assistant Headteacher or a Deputy Headteacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
6. The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Highlands School and is not covered by this procedure.

Appendix B – Lockdown procedure

(taken from Appendix 6 of the school's Emergency Plan - currently under review)

Applied to examination rooms as appropriate

Signals

Signal for lockdown	Tannoy announcement by SLT to all school
Signal for all-clear	Tannoy announcement by SLT to all school

Lockdown

Rooms most suitable for lockdown	N/A
Entrance points (e.g. doors, windows) which should be secured	Reception / PE doors / Main hall doors / Canteen doors / All fire exits
Communication arrangements	<ul style="list-style-type: none"> ● Two-way radios ● Classroom telephones ● Mobile phones ● Instant messaging / email ● Other.
Notes	

Upon hearing the lockdown signal, take the action below. If someone is **taken hostage on the premises**, the school should seek to evacuate the rest of the site.

Ref'	Initial response - lockdown	Tick / sign / time
L1	Ensure all pupils are inside the school building. Alternatively, ask pupils to hide or disperse if this will improve their safety.	
L2	Lock / secure entrance points (e.g. doors, windows) to prevent the intruder entering the building.	
L3	Dial 999. Dial once for each emergency service that you require.	
L4	Ensure people take action to increase protection from attack: <ul style="list-style-type: none"> ● Block access points (e.g. move furniture to obstruct doorways) ● Sit on the floor, under tables or against a wall ● Keep out of sight ● Draw curtains / blinds ● Turn off lights ● Stay away from windows and doors. 	
L5	Ensure that pupils, staff and visitors are aware of an exit point in case the intruder does manage to gain access.	
L6	If possible, check for missing / injured pupils, staff and visitors.	
L7	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

Appendix C - Security of exams

The exams officer takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:

1. the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
2. the secure room only contains exam-related material
3. there are between two and six keyholders only (the EO must be one of the keyholders) they must fully understand their responsibilities as a key holder to the secure storage facility
4. access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff approved by the head of centre are accompanied by a keyholder at all times
5. appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff
6. appropriate arrangements are in place for handling secure electronic materials
7. the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
8. that when it is permitted to remove question paper packets from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened
9. (If it is ever subsequently identified following this check that the wrong question paper packet has been opened, it will be resealed and the incident reported to the relevant awarding body's Malpractice Investigation Team immediately)

The exams officer:

10. Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication Instructions for conducting examinations
11. Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
12. Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
13. Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
14. Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication Suspected malpractice – Policies and procedures 17 Exams officer Policy
15. Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately

16. Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)
17. Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
18. Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only (the exams officer must be one of the keyholders), each keyholder must fully understand their responsibilities as a keyholder to the secure storage facility
19. Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
20. Ensures a log is kept at the initial point of delivery, recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
21. Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
22. Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
23. Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
24. Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in secure environment to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)
25. At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer*. Other members of centre staff may assist with printing and collation provided they are under supervision.
26. *For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

Appendix D - Conflicts of interest

The Head of Centre...

1. Should note that entering members of centre staff for qualifications in their own centre MUST be a last resort in cases where the member of centre staff is unable to find another centre.
2. Is responsible for ensuring that proper protocols are in place to prevent the member of centre staff having access to exam materials prior to the exam and that other centre staff are briefed on maintaining the integrity and confidentiality of exam materials.
3. Must ensure that during the exam series the member of centre staff is treated in the same way as any other candidate entered for the exam, does not have access to exam materials and does not receive preferential treatment

The Exams Officer...

1. Ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where
 - a. a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - b. a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with close relationship to the candidate
2. Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
 - a. a member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre
 - b. a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - c. a member of centre staff is taking a qualification at another centre
3. Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - a. the security of all assessment materials
 - b. that assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre
 - c. reporting immediately to the awarding body/bodies any potential or actual breach of examination or assessment materials

4. Makes arrangements to:
 - a. receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*
 - b. access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*
 - c. receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments

Appendix E - Escalation process

Purpose of the process

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

1. Before examinations (planning)

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

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

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

Main duties and responsibilities relate to:

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

Specific JCQ publications for reference:

- General Regulations for Approved Centres (section 5)
- Instructions for conducting examinations (section 25)
- Access Arrangements and Reasonable Adjustments (section 5)
- Personal data, freedom of information and copyright

Additional JCQ publication for reference:

- Information for candidates – Privacy Notice

2. Before examinations (entries and pre-exams)

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

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

- General Regulations for Approved Centres (section 5)
- Instructions for conducting examinations (sections 1-15)
- Access Arrangements and Reasonable Adjustments (sections 6-8)

Main duties and responsibilities relate to:

- Access arrangements and reasonable adjustments
- Entries

Additional JCQ publications for reference:

- Key dates in the examination cycle
- Guidance Notes for Transferred Candidates
- Alternative Site guidance notes
- Guidance notes for overnight supervision of candidates with a timetable variation
- Centre assessed work
- Guidance Notes – Centre Consortium Arrangements
- Candidate information
- Information for candidates documents
- Exam Room Posters

3. During examinations (Exam time)

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

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

- General Regulations for Approved Centres (sections 3, 5)
- Instructions for conducting examinations (sections 16-30)
- Access Arrangements and Reasonable Adjustments (section 8)
- A guide to the special consideration process (sections 2-7)

Main duties and responsibilities relate to:

- Conducting examinations and assessments

Additional JCQ publication for reference:

- Guidance Notes – very late arrival
- Suspected Malpractice - policies and procedures
- Retention of candidates' work

4. After examinations (Results and Post-Results)

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

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

- General Regulations for Approved Centres (section 5)

Main duties and responsibilities relate to:

- Results
- Certificates

Additional JCQ publication for reference:

- Release of Results notice
- Post-results services and appeals
- Post-Results Services: *Information and guidance to centres*
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)

Appendix F - Malpractice

The head of centre, examination officer and senior staff:

1. Takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place, through taking an ethical approach and working proactively to avoid malpractice among students and staff.
2. Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication Suspected Malpractice – Policies and Procedures
3. Ensures irregularities are investigated and informs the awarding bodies immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
4. As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication [Suspected Malpractice - Policies and Procedures](#) and provides such information and advice as the awarding body may reasonably require.
5. Ensure that candidates completing coursework or non-examination assessments are aware of the need for the work to be their own and are provided with clear instructions on how to avoid plagiarism (including AI misuse)

Appendix G - Arrangement for handling secure electronic materials

1. Centre authorisation

- a. Electronic question paper materials must only be handled by members of staff authorised to do so by the head of centre.
- b. The head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.
- c. At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exam officer. Other members of centre staff may assist with printing and collation provided they are under supervision. For AQA exams, one member of centre staff can be authorised to handle secure electronic material.

2. Secure account management

- a. Email accounts used for secure material access must belong to named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials. Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access.
- b. Files must only be accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials must never be forwarded or shared.
- c. By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.
- d. Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly, for example when a member of staff has left the centre or changed roles.
- e. Accounts must be reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed.
- f. Secure password management is critical. Passwords used to access secure material must be strong and changed regularly. Passwords must never be written down or shared

3. Accessing and printing secure files

- a. The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process.
- b. The file must be accessed and downloaded only for the use of the candidate(s) who have been entered for the examination.
- c. The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder.
- d. Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.
- e. Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.
- f. Secure files must be accessed and printed within a secure environment. Only authorised members of staff must be present in the room eg. exams office staff and a reprographics assistant. A subject teacher **MUST** not be present in the room.
- g. Once printed, question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely ready for transfer to the examination room at the appropriate time, in line with the requirements in section 3.

4. Reporting to an awarding body

- a. Report any deviation from these instructions to the awarding body using JCQ Form M2.
- b. Report any concerns of a potential breach of security to the awarding body immediately.

Appendix H - Cyber security (also refer to Online Safety Policy)

The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

- providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- providing training for staff on awareness of all types of social engineering/ phishing attempts
- enabling additional security settings wherever possible
- updating any passwords that may have been exposed
- setting up secure account recovery options
- reviewing and managing connected applications
- monitoring accounts and regularly reviewing account access, including removing access when no longer required
- ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security
- Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body