

# SIR FREDERIC OSBORN SCHOOL



## Exams Policy

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## Purpose of the policy

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

- all aspects of the centre's exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that  
“... *the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute*” [JCQ General regulations for approved centres(GR)1]
- exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff.

This policy will be made available to all members of staff using the shared staff folders on the V drive: Staff folders/Policies

## Roles and responsibilities overview

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

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

## Head of centre

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:  
General regulations for approved centres (GR)  
Instructions for conducting examinations (ICE)  
Access Arrangements and Reasonable Adjustments ( AA)  
Suspected Malpractice in Examinations and Assessments (SMEA)  
Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting controlled assessment and coursework)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration

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- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures “that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, **is not an invigilator during the timetabled written examination or on-screen test,**” [ICE 6]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
  - the location of the centre’s secure storage unit is in an area solely assigned to examinations
  - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)

## Exam contingency plan

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the Head of Centre.

*“It is the responsibility of the head of centre to ensure that his/her centre... has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan must be readily available for inspection purposes; (The examination contingency plan should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)*

[GR5]

- Ensures required internal appeals procedures are in place

## Internal appeals procedures for exams

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the Head of Centre.

*“The centre agrees to... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates”* [GR 5.8]

*“The centre agrees to... have readily available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a*

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*candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal...* [GR 5.14]

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

## Disability policy (exams)

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the Head of Centre.

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

*†for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect "* [GR5.4]

- Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place

## Complaints and appeals procedure

This procedure can be found on the School's website under Statutory Information/School Policies

*"The centre agrees to... draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification."* [GR 5.7]

- ▶ Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

## Child protection/safeguarding policy

This policy can be found on the School's website under Statutory Information/School Policies. Information relating to Disclosure and Barring Service (DBS) clearance is on the V drive: Staff folders/Policies/Safer Recruitment Policy

*"It is the responsibility of the head of centre to ensure that his/her centre... has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements..."* [GR 5.3]

- ▶ Ensures the centre has a data protection policy in place

## Data protection policy

This procedure can be found on the School's website page under Statutory Information/School Policies

(this centre-wide policy should include information where this relates to the exam process - for examples see information contained in GR 6 and GR Appendix A;

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consideration may also need to be given to the centre's policy on sharing candidates results with parents/carers etc.)

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

## • Access arrangements policy

Overtyping here the location of the centre's policy or alternatively include as an appendix at the end of this document. There is no current JCQ regulation for centres to specifically have an Access arrangements policy in place though it might be good practice to bring all aspects of the process together in one place thereby confirming the centre complies

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

[GR 5.5]

*"The head of centre/senior leadership team agree to... have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;"*  
[GR 5.4]

- Ensures staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites such as Facebook
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly

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

[GR 1]

## Exams officer

- Understands the contents of annually updated JCQ publications including:  
General regulations for approved centres  
Instructions for conducting examinations  
Suspected Malpractice in Examinations and Assessments  
Post-results services (PRS)
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators for the required period
- Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments



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## Senior leaders (SLT)

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

## Special educational needs co-ordinator (SENCo)

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

## Head of department (HoD)

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

## Teaching staff

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

## Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

## Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials see Appendix 1

## Site staff

- Support the EO in relevant matters relating to exam rooms and resources

## Candidates

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



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## The exam cycle

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

- planning
- entries
- pre-exams
- exam time
- results and post-results

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

## Planning: roles and responsibilities

### Information sharing

#### Head of centre

- Directs relevant centre staff to annually updated JCQ publications including GR, ICE, AA, SMEA and NEA (and the instructions for conducting controlled assessment and coursework)

#### Exams officer

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

### Information gathering

#### Exams officer

- Undertakes an annual information gathering exercise in July 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 all internal/pre-public exams

#### Head of department

- Responds (or ensures teaching staff respond) to requests from the EO on information gathering
- Meets the internal deadline for the return of information

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- Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

## Access arrangements

### Head of centre

- ▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre
- ▶ Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly
- ▶ Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

### SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that
- Gathers **evidence** to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed **data protection notices** from candidates where required
- Applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- ▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments) **and keeps a record of the training provided to facilitators for the required period**

### Word processor policy (exams)

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the SENCo.

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

*The use of a word processor must reflect the candidate’s normal way of working within the centre and be appropriate to the candidate’s needs... A member of the centre’s senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.”* [AA 5.8]

- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

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## Separate invigilation within the centre

Separate invigilation is determined by the SENCo, in conjunction with relevant teaching staff, head of year and the exams officer. The SENCo makes the decision based on whether the candidate has a substantial and long term impairment which has an adverse effect and is the candidate's normal way of working in the school. This includes separate invigilation during mock exams and internal school assessments. Candidates who would be eligible for separate invigilation are:

- Those who are under the auspices of Child and Adolescent Mental Health Services (CAMHS). A letter from CAMHS is required on a 6 monthly basis to confirm the continuing need for separate invigilation.
- Those with an established medical condition or formally recognised social, emotional and behavioural difficulties

A centre decision is determined by the SENCo and Exams Officer dependent on room availability and the need for additional invigilation.

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

## Senior Leaders, Head of department, Teaching staff

- Support the SENCo in identifying and implementing appropriate access arrangements
- Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

## Internal assessment and endorsements

### Head of centre

- ▶ Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- ▶ Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications still being delivered which include elements of controlled assessment

### Controlled assessment policy

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the Head of Centre.

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

[GR5]

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

### Non-examination assessment policy

This policy is kept in the Exams Policies files in the Exams Office and a copy is kept by the Head of Centre.

*"The centre agrees to... have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments;"*

[GR 5.8]

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

## 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

## Head of department

- ▶ Ensures teaching staff delivering legacy GCSE qualifications (which contain elements of controlled assessment) follow JCQ [Instructions for conducting controlled assessments](#) and the specification provided by the awarding body
- ▶ Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and (which include elements of coursework) Entry Level or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- ▶ Ensures teaching staff delivering new GCE & GCSE specifications (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, ensures teaching staff follow appropriate instructions issued by the awarding body
- ▶ Ensures 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 (controlled assessments, 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

## Invigilation

### Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Determines if additional invigilators will be deployed in **timed Art** in addition to the subject teacher

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## **Exams officer**

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Collects evaluation of training to inform future events

## **Entries: roles and responsibilities**

### **Estimated entries**

#### **Exams officer**

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

#### **Estimated entries collection and submission procedure**

The EO requests estimated entry information from subject leaders for BTEC/GCSE and any other level 2 qualifications in July. The information is provided to exam boards in late September via their websites.

For Level 3 qualifications, the consortium exams officers provide the consortium data manager with the details and QAN numbers for subjects being taught in each school. The data is consolidated and a spreadsheet is provided in early September with the subjects being taken by all students in the consortium. The information is provided to exam boards via their websites.

#### **Head of department**

- Provides information requested by the EO by the internal deadline
- Informs the EO immediately of any subsequent changes to information

### **Final entries**

#### **Exams officer**

- Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

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- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

## **Final entries collection and submission procedure**

In January Subject Leaders are provided with a hard copy of KS4 student listings by subject for them to confirm entry and provide tier information if appropriate. The exams officer inputs the data into SIMS Exams Organiser to send to exam boards.

For KS5 students, individual pre-populated entry forms are distributed to 6th form students in early January so they can confirm personal details and obtain staff signatures to confirm that the subject entry codes are correct and that the student should be entered for the qualification.

For AS re-sits, students complete a re-sit form for the units they wish to re-sit and obtain a staff signature to confirm that the subject entry code is correct.

The exams officer inputs the data into SIMS Exams Organiser to send to exam boards.

## **Head of department**

- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
  - changes to candidate personal details
  - amendments to existing entries
  - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirms information is correct

## **Entry/Re-Sit fees**

All initial exam entry fees are paid by the centre. GCE and BTEC L3 re-sit fees are paid by candidates and the fee is agreed by the consortium. Where post-16 students are re-sitting GCSE English and/or Maths, re-sit fees are paid by the centre.

Candidates and departments are not charged for changes of tier or withdrawals provided they are made using the proper procedures and are made within the deadline advised by the Exams Officer.

BTEC L2 external assessment re-sits fees are paid by the centre if the candidate has not achieved a Level 2 pass, otherwise the candidate pays the re-sit fee.

Fee re-imburements are sought from candidates:

- If they fail to sit an exam;
- If they do not meet the necessary coursework requirements

without written medical evidence or written evidence of other mitigating circumstances. This must be provided to the Exams Officer within 3 days of the missed exam.

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## Late entries

### Exams officer

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

### Head of department

- Minimises the risk of late entries by
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

## Private candidates

The centre does not accept private candidates unless they are recent former students of the school. Private candidates pay the cost of the exam and have to provide photographic id evidence which must be shown to the exams officer prior to the start of an exam.

## Transfer of credit

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

*A new GCE linear AS specification cannot be transferred to a legacy GCE unitised A-level specification.”*

[JCQ [GCE AS Transfer of Credit arrangements page 1](#)]

### Exams officer

- Provides information to relevant centre staff/candidates on transferring credit for GCE AS qualifications
- Meets the awarding body deadline for requesting transfer of credit

### Teaching staff

- Identify affected candidates to the EO

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

### Access arrangements

#### SENCo

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



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- Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

## **Briefing candidates**

### **Exams officer**

- Conducts assemblies with all exam year students to advise of JCQ rules and regulations
- Issues individual exam timetable information to candidates
- **Prior to exams** issues relevant 'JCQ information for candidates' documents within an Exam Guidance Booklet
- Publicises on the school website all 'JCQ information for candidates' documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - wrist watches in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

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

Details about Post Results Services & Appeals procedures are outlined in the Exam Guidance Booklet which is distributed to and signed for by all exam candidates.

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

[GR 5.14]

*"The centre agrees to... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals."*

[GR 5.6]

## **Dispatch of exam scripts**

### **Exams officer**

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

## **Internal assessment and endorsements**

### **Head of centre**

- Ensures procedures are in place for candidates to appeal **internal assessment decisions and make requests for reviews of marking**

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## SENCo

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

## Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Assess and authenticate candidates' work
- Assess endorsed components
- ▶ Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

## Head of department

- ▶ Ensures teaching staff assess and authenticate candidates' work to the awarding body requirements
- ▶ Ensures teaching staff assess endorsed components according to awarding body requirements
- ▶ Ensures teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- ▶ Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

## Exams officer

- ▶ Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline
- ▶ Keeps a record to track what has been sent
- ▶ Logs moderated samples returned to the centre
- ▶ Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

## Candidates

- Authenticate their work as required by the awarding body

## Invigilation

### Exams officer

- Provides an invigilation handbook and trains/updates invigilators annually
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

## SENCo

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates

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## Invigilators

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

## JCQ inspection visit

### Exams officer or Senior leader

- Will accompany the Inspector throughout the visit

*“A senior member of staff or a member of the exams office must be available to accompany the Inspector throughout the course of his or her centre visit, including inspection of the centre’s secure storage facility.”*

[ICE Introduction]

## Seating and identifying candidates in exam rooms

### Exams officer

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

### Verifying candidate identity procedure

All candidates gather in Osborn quad 20 minutes prior to the start of an exam

For year 10 and year 11 candidates, either a Head of Year or a member of SLT will be present to assist with identification of candidates and discipline. The Exams Officer adds the named staff member to the master exam timetable which is distributed to all SLT members and Heads of Year prior to any exams commencing. If a member of staff is unable to be present at the start of an exam, they advise the Exams Officer who will seek a replacement SLT member.

All 6<sup>th</sup> form students are required to wear their 6<sup>th</sup> form identity badge which includes their photograph. The students place their badges on their exam desk and invigilators will check the badges when completing the exam registers.

Private candidates are required to bring photographic id (eg passport, driving licence) with them when they arrive for the exam. The private candidate’s id is checked by the Exams Officer.

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

[GR

5.10]

*...In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.*

*Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the examination.”*

[ICE 9]

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

## Invigilators

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

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## Security of exam materials

### Exams officer

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

### Reception staff

- Follow the process to record confidential materials delivered to the centre and issued to authorised staff- Reception guide on the receipt of packages from examination boards – Appendix 1

### Teaching staff

- Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential

## Timetabling and rooming

### Exams officer

- Produces a master centre exam timetable for each exam series
- ▶ Identifies and resolves candidate exam clashes (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort)
- ▶ Identifies exam rooms and specialist equipment requirements
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios
- ▶ Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates

### SENCo

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

### Site staff

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

## Alternative site arrangements

### Exams officer

- Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met

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- Will inform the JCQ Centre Inspection Service using the JCQ *Alternative Site* form of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

## Transferred candidate arrangements

### Exams officer

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

## Internal exams

### Exams officer

- Prepares for the conduct of internal exams under external conditions
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from teaching staff
- Arranges invigilation

## SENCo

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

## Teaching staff

- Provide exam papers and materials to the EO
- Support the SENCo in making appropriate arrangements for access arrangement candidates

## Exam time: roles and responsibilities

### Access arrangements

#### Exams officer

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

### Candidate absence

#### Process for Candidate absence

Candidates are advised that if they do not attend an exam they must ring the school reception as soon as possible (P6 Exam Guidance Booklet).

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The Exams Officer will advise the Attendance Officer as to who is absent from the exam as soon as the exam has begun. The attendance officer will ring the candidates' home to find out the reason for non-attendance and advise the Exams Officer if the candidate is late or will not be attending.

Candidates who are late are met in reception by the Exams Officer who escorts them to the room to leave their belongings, give a briefing on non-authorized materials and escorts them to the exam room. Candidates who are late are given the full length of time for the exam.

The Exams Officer advises the Head of Year and tracks all lateness/absenteeism and the Head of Year will deal with any issues of persistent lateness/non-attendance,.

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

[ICE14]

## **Invigilators**

- Are informed of the process for dealing with absent candidates through training
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

## **Candidates**

- Are re-charged relevant entry fees for unauthorised absence from exams

## **Candidate behaviour**

See *Irregularities* below.

## **Candidate belongings**

See *Unauthorised materials* below.

## **Candidate late arrival**

## **Exams officer**

- Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body

## **Invigilators**

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

## **Conducting exams**

## **Head of centre**

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

## **Exams officer**

- Ensures exams are conducted according to JCQ and awarding body instructions

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- Uses an *exam room checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

## **Invigilators**

- Complete the Exam room checklist for each exam room used, in advance of an exam starting, so that any unplanned events can be dealt with in advance of the exam commencing.

## **Dispatch of exam scripts**

### **Exams officer**

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

## **Exam papers and materials**

### **Exams officer**

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- On daily basis checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that an invigilator checks the time, date and paper details
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

## **Exam rooms**

### **Head of centre**

- Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- Ensures only authorised centre staff are present in exam rooms

### **Exams officer**

- ▶ Ensures exam rooms are set up and conducted as required in the regulations
- ▶ Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated



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## Senior leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

### Emergency evacuation policy

The centre's emergency evacuation procedure is printed on red paper and a copy is available in all Exam boxes in all exam rooms used. This policy is kept in the Exams Policies file in the Exams Office

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

[ICE18]

### Lockdown procedure in the event of an incident

The centre's lockdown procedure is printed on red paper and a copy is available in all Exam boxes in all exam rooms used. This policy is kept in the Exams Policies files in the Exams Office

## Site staff

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

## Invigilators

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

## Candidates

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

## Irregularities/Malpractice

### Head of centre

- Ensures any cases of **alleged**, suspected **or actual incidents of** malpractice **or maladministration before, during or after examinations/assessments** (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately, by completing the appropriate documentation**
- *"The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room."* [ICE17]

### Senior leaders

- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms

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- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

## **Exams officer**

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

## **Invigilators**

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

## **Special consideration**

### **Exams officer**

- Processes appropriate requests for candidates from the Head of Year and /or SLT members for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates
- Submits requests online to awarding bodies to the external deadline

### **Special consideration policy**

Should a candidate be unable to attend an exam due to illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, it is the candidate's responsibility to inform the EO or their form tutor or head of year to that effect.

The Exams Officer will advise the exam board via their websites within the deadlines set by the exam board.

## **Candidates**

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

## **Unauthorised materials**

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

For all external exams there is a designated room provided for student personal belongings including coats, bags, scarves and all unauthorised materials e.g. mobile phones, watches, books, notes, calculator lids etc. This room is locked for the duration of the exam.

Students are reminded of the items that are not authorised whilst in Osborn quad prior to entering exams rooms. When students are in their exam rooms, invigilators read the script that reminds students to hand in any unauthorised items. Blue slips of paper with the students name and desk numbers are attached to any items handed in so that they can be easily returned at the end of the exam.

*"...any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of*

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*the examination room or a similar arrangement that enables the invigilator to control access to the items.”*  
*...A head of centre may, if he/she so wishes, prohibit candidates bringing a wrist watch into the examination room. Candidates would be required to leave their watches outside of the examination room.”*  
[ICE11]

## Invigilators

- Are informed of the arrangements through training

## Internal exams

### Exams officer

- Conducts and prepares all internal exams under the same conditions as external exams
- Briefs invigilators on conducting internal exams
- Returns candidate scripts to teaching staff for marking

## Invigilators

- Conduct internal exams as briefed by the EO

## Results and post-results: roles and responsibilities

### Internal assessment

#### Head of department

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

### Managing results day(s)

#### Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
  - ▶ role
  - ▶ Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

#### Exams officer

- Works with senior leaders to ensure procedures for managing the main summer results day(s) are in place

#### Results day programme

In May/June all students are advised by letter of the arrangements for the collection of results. Details are also included on the school website. Students are advised of the time that the results are available, from where they can be collected and the process to follow if they are not able to collect their results personally. Appendix 2 shows an example of a letter for 2017.

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Named members of SLT are also available on results days and the following day to meet students/parents.

*“Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates.”* [PRS 4]

*“...Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...ensure that all candidates, including private candidates, are made aware that all post-results service requests must be made through the centre...”* [GR 5.14]

## Site staff

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

## Accessing results

### Exams officer

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

## Post-results services

### Head of centre

- ▶ Ensures **an internal appeals procedure** is available where candidates disagree with **any** centre decision **not to support a clerical check, a review of marking, a review of moderation or an appeal**
- **Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised**

### Exams officer

- Provides information to candidates **(including private candidates)** and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent **(after the publication of results)** and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable
- Re-imburses candidates' post results service fees where grades have been increased following the review

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## Teaching staff

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

## Candidates

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

## Analysis of results

### Data Manager

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the *secondary school and college (key stage 4/16-18) performance tables September checking exercise*

## Certificates

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

### Issue of certificates procedure

GCSE/GCE certificates for years 11 and 13 and students who leave at the end of year 12 are invited to attend a Presentation evening in the Autumn term when their certificates are presented to them.

The Exams Officer checks each certificate against the Statement of Results to ensure accuracy. Students who are unable to attend the presentation evening can collect their certificates from the school reception provided they bring photographic id with them. Alternatively students can nominate a person to collect on their behalf provided a signed collection of results letter is provided to the school. All collections of certificates must be signed for and dated.

## Candidates

- May arrange for certificates to be collected on their behalf by providing the EO with written permission/authorisation which is kept in the certificates file; authorised persons must provide ID evidence on collection of certificates

### Retention of certificates policy

Certificates are kept by the school Reception for 5 years after which the certificates are destroyed.

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## **Review: roles and responsibilities**

### **Exams officer**

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

### **Senior leaders**

- Work with the EO to produce a plan to action any required improvements identified in the review

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

### **Exams officer**

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

#### **Exam archiving policy**

This policy is kept in the Exams Policies files in the Exams Office
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# SIR FREDERIC OSBORN SCHOOL

## Appendix 1

### **Reception Guide on the receipt of packages from examination boards**

All envelopes and boxes containing confidential materials from exam boards have to be signed for as they are delivered to school by courier and are trackable packages. Only Reception staff are permitted to sign for these materials.

Reception must complete the 'Exam Documents Received' Book which is kept in the tray in the inner reception with the following details:

- Date
- Exam Board
- Reference Number
- Number of Packages delivered
- Signature of Reception staff member

It is a requirement under the Exam Board regulations that a log of all materials is kept and it will be inspected each year by the JCQ inspector on their unannounced inspection.

Reception must preferably telephone the exams officer (extn 310) or send an email advising that there is a package(s) to be collected. She will collect the package and sign the 'Exam Documents Received' Book to show that it has been collected. It is important for the security of the examinations system that all signed for packages are collected and locked in a secure cupboard as soon as they arrive in school.

If Reception cannot speak to the exams officer or the exams officer is unable to collect the package immediately, the package(s) plus log book must be put in the cupboard behind the Office Manager's desk. This is to ensure there is no breach of exams security eg loss of the exam papers.

Exams are sat in November and January, but the majority are taken in May/June. Therefore materials can be sent on a regular basis throughout the year.

### **RECEIPT OF COURSEWORK/CONTROLLED ASSESSMENTS**

Following the end of the exam season, the exam boards will return the samples of coursework/controlled assessments. These are sent to the school by courier and as they are trackable must be signed for on receipt as they contain candidates' work, which has to be kept under secure conditions until November of that year. Only Reception staff are permitted to sign for these materials. These packages may be sent to the school during the Summer holidays therefore site staff are requested not to sign or accept the packages but ask the courier to return when the school re-opens.

### **COLLECTION OF EXAM SCRIPTS BY PARCELFORCE**

During the exams, Parcellforce are the company that collect all student examination scripts (Yellow Label service).

When the scripts have been packaged up into the appropriate envelopes and the dispatch log has been completed by the exams officer, the scripts are left in the Office Manager's cupboard for collection by Parcellforce.

The allocated timeslot for collection is usually 2-4pm;. If this allocated timeslot changes this year the exams officer will advise reception. Reception staff need to handover the script envelopes and dispatch log which the driver signs to confirm that he has collected all the listed packages. The signed dispatch log is put in the Exam Officers tray.



# SIR FREDERIC OSBORN SCHOOL

Appendix 2

May 2017

Dear student

## **Arrangements for the collection of examination results - Summer 2017**

You may collect your GCSE and BTEC examination results from **9.00am In Osborn Hall on Thursday, 24<sup>th</sup> August 2017.**

If you are unable to collect your results in person, someone else can collect results on the day on your behalf, **PROVIDED** they have a letter signed by you giving them permission to do so plus a form of identification (eg passport, driving licence). The letter will be retained in school. An example of the letter is in the Student & Parent Guide to Exams Appendix 4 which is available on the school website on the Exams Office page.

Alternatively, results can be posted to your home if you provide the Exams Officer with a A4 stamped addressed envelope before the end of term.

Year 10 students can collect their results from the Exams Office on the first day of term in September.

Results **ARE NOT** given out by phone or by text/email for reasons of confidentiality.

The exams office will be open on Friday 25<sup>th</sup> August (8.00am-3.00pm) for any post-result queries, details of which will be included with your results.

## **Transition to 6<sup>th</sup> form**

There will be senior staff, including the Head of Sixth Form, on site from 9.00am-3.00pm on Thursday 24<sup>th</sup> August for discussions on course changes and/or discussion of career options.

Yours sincerely



Mrs E Kelly  
**Exams Officer**