	Issue Date: **November 2022**
COVENTRY COLLEGE	**Review Cycle (Years):** Annually
	Next Review Date: 13th November 2023
	Person Responsible: Director of MIS

EXAMINATION POLICY & PROCEDURES
APROVAL/CONSULTATION REQUIREMENTS

WHO BY	REQ?	DATE	WHO BY	REQ?	DATE
SLT	Y ☒	13-11-22	Corporation	Y ☐	
Health-Safety Comm.	Y ☐		Finance-Resources Comm.	Y ☐	
Trades Union	Y ☐		Audit Comm.	Y ☐	
Education-Standards Comm.	Y ☐		Remuneration Comm.	Y ☐	

POLICY LOCATION: Internal ☒ **(Sharepoint)** **External** ☒ **(Website)**

Related Documents:	• JCQ Instructions for conducting controlled assessments • JCQ & other board instructions for conducting examinations • JCQ Adjustments for candidates with disabilities and learning difficulties (Access Arrangements and Reasonable Adjustments) • Equality and Diversity Policy • Controlled Assessment Policy • Additional Learner Support Policy • Safeguarding Policy • Learner Behaviour and Conduct Policy

1. AIM AND SCOPE OF POLICY

1.1 The aim of the policy is to ensure the planning and management of examinations is conducted efficiently and in the best interest of candidates. The policy aims to ensure the operation of an efficient examination system with clear guidelines for all relevant staff.

1.2 It is the responsibility of everyone involved in the College's examination process to read, understand and implement this policy.

1.3 This policy applies to:

- All learners enrolled on a funded programme at the College.
- All learners enrolled on a full cost recovery course at the College.
- All College staff.

2. GENERAL PRINCIPLES

2.1 To administer examinations as per board regulations and submit information to examination boards by specified deadline dates.

2.2 To support the academic curriculum.

2.3 To provide guidance to teaching staff on timetables and entry procedures.

2.4 To provide support to learners by administering access arrangements, meeting the requirements of the Disability and Equality Act 2010.

3. STAFF RESPONSIBILITIES

3.1 The CEO and Senior Leadership Team will:

- Have overall responsibility for the College as an examination centre.

3.2 Examination Staff will:

- Manage the administration of internal and external examinations.
- Advise the teaching staff and other relevant support staff on annual examination timetables and application procedures as set by the various awarding bodies.
- Oversee the production and distribution to staff of monthly examination timetables and of College closing dates for all examinations in which candidates will be involved, and communicates regularly with staff concerning imminent deadlines and events.
- Ensure that candidates are informed of examination timetables that will affect them.
- Consult with teaching staff to ensure that necessary coursework and controlled assessments are completed on time and in accordance with Joint Council for Qualifications (JCQ) and board guidelines.
- Provide and confirm detailed data on estimated entries.
- Receive, check, and store securely all examination papers and completed scripts in accordance with JCQ and board regulations.
- Administer access arrangements and make applications for special consideration using the JCQ publications Access Arrangements, reasonable Adjustments and Special Consideration or other board guidelines.
- Identify and manage examination timetable clashes.
- Is accountable for income and expenditures relating to all examination costs/charges.
- Line manages the recruitment, training and monitoring of a team of invigilators responsible for the conduct of examinations.
- Ensure candidates' coursework/controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies, correctly and on schedule.
- Arrange for the dissemination of examination results and certificates to candidates and processes any appeals/review requests.
- Maintain systems and processes to support the timely entry of candidates for their examinations.
- Despatch completed examination scripts in accordance with JCQ and other board regulations.

3.3 Teaching Staff will:

- Complete examination registration/entry forms.
- Submit examination forms by the College's set deadline dates.
- Submit names and notification of access arrangement requirements to Additional Learning Support Section (as soon as possible after the start of the course and no later than 2 months before the exam).
- Liaise with the Examinations Office to set up online/on demand examinations as required.
- Complete and submit to the Examinations Office, estimated grades and coursework mark and work by deadline dates set.
- Liaise with Quality to arrange External Verifier visits and complete result forms as appropriate and before the end of the academic year.

3.4 The Additional Learning Support Section will:

- Identify and test candidates as per the regulations for exam access arrangements.
- Liaise with the Examinations Office, once all required evidence and paperwork has been collated/signed for in accordance with JCQ Access Arrangement regulations, to organise examination access arrangements.

- Ensure provision of additional support-to-support learners with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates achieve their course aims.

3.5 **Invigilators will:**

- Attend training sessions as organised by the Examinations Manager/Officer
- Ensure duties are carried out as defined in the board regulations.
- Assist the Examinations Office in the efficient running of examinations in accordance with JCQ and board regulations.
- Establish the identity of all candidates attending examinations.
- Collect examination papers and other material from the Examinations Office before the start of the exam.
- Collect all examination papers in the correct order at the end of the examination and return to the Examinations Office.
- Provide additional support to learners who have been allocated examination access arrangements.

3.6 **Candidates will:**

- Submit entries where required by the College deadline date and pay fees as appropriate.
- Ensure that they understand the coursework/controlled assessment regulations and sign a declaration form that authenticates the coursework as their own.
- Check that any examination access arrangements have been put in place.
- Ensure that they conduct themselves in all examinations in accordance with the JCQ and board regulations.

4. IMPLEMENTATION OF THE POLICY

4.1 The College will ensure that:

- The policy is distributed to all College staff and be available on the staff intranet.
- Examinations Section, Directors of Faculties, Curriculum Managers, Quality and Learning Support Staff are responsible for the implementation of the policy in their areas.

5. MONITORING AND EVALUATION OF THE POLICY

5.1 The impact will be measured by compliance to JCQ and board inspection visits, and the number of learners given additional examination concessions to enable them to achieve.

6. REVIEW OF POLICY

6.1 The above policy will be reviewed by the relevant parties annually, or as required.

7. ENVIRONMENTAL IMPACT ASSESSMENT

7.1 The College is fully committed to the sustainability agenda.

7.2 All policies take into consideration, at the time of writing and approval with the Senior Leadership Team, their impact on the agenda.

7.3   Policies may not be approved or be amended if they impact significantly on our commitment to improving our carbon footprint and our corporate social responsibility.

8.   **GENERAL DATA PROTECTION REGULATION (GDPR)**

8.1   All policies which are approved by the Senior Leadership Team are in line with our GDPR suite of policies and procedure.

9.   **LIST OF APPENDICES**

Appendix 1: Associated Procedures

ASSOCIATED PROCEDURES

Qualifications Offered

The examination boards/qualifications offered at this College are agreed through the curriculum planning process and authorised by the Vice Principal Curriculum Innovation, Quality and Performance. As part of this process, all course titles must include the relevant awarding body name (or abbreviation) and qualification aim reference numbers must be correct.

If new boards and/or qualifications are to be introduced, the Exams Office is to be notified as part of the curriculum planning process. If there are any changes in qualifications from the previous year such as to the syllabus, assessment method or awarding body, the Examinations Office must be informed by the end of July.

The Director of Faculty, Quality Manager (Qualifications and Compliance), Teaching, Learning and Assessment are responsible for submitting applications to awarding bodies for centre approval. Curriculum Managers may be required to support this process by providing curriculum and teaching information as required.

Registrations, Exam Entries, Late Entries and Resits

The Exams Office makes all registrations and exam entries with awarding bodies. It is the responsibility of teaching staff to make sure learners are registered and or entered by completing the appropriate forms/process.

The Exams team is responsible for the organisation of all external examinations, whether paper-based or on-line.

Registrations

- Learner details must be submitted in accordance with the Exams Office process and by internal deadlines set by the Exams Office.
- Teaching staff must make every effort to avoid late registrations, but should contact the Exams Office to give notification of delays as soon as any issues are identified.

Exam Entries

- Learners are identified for exam entry by teaching staff.
- Details must be submitted in accordance with Exams Office processes and by the internal deadline dates set by the Exams Office.
- Changes of level/tier or withdrawals must be authorised by a relevant member of the teaching staff. Changes to GCSE tiers can be made no later than the end of the second term and may have fees involved which need to be paid up front.

Candidate Details

- Learners will be entered using the name given at enrolment, therefore if any learner details need to be changed it is important that they are referred to Learner Services to get their details updated. It is also the responsibility of the teaching staff to inform the Exams Office if information has already been submitted to register/enter those learners so that their details can be updated with the awarding bodies.

On-line Examinations

- When learners are sitting a number of online examinations throughout the academic year, the Exams Office will request a schedule of dates and times required to ensure that the exam sessions can take place in line with teaching schedules. Functional Skills examinations must be booked in line with the annual Functional Skills examination schedule.
- For online scheduled exams that have to be booked by an awarding body deadline, the Exams Office must receive the request in accordance with internal deadline date set.
- It is the responsibility of teaching staff to make sure learners are aware of their on-line test dates and times.

Paper Based Exams

- Entries for paper-based examinations must be made by the internal deadline dates set by the Exams Office.
- The Exams team will accept withdrawals, amendments and changes of tiers prior to the entry deadline date set by the awarding body. Every effort should be made to keep such changes to a minimum, and acceptance of them after internal deadlines will be at the discretion of the Examinations Officer.
- Individual timetables for examinations will be emailed using the College Account details.

Late Entries

- Late entries may be accepted at the discretion of the Examinations Manager. These may involve fees which must be paid in advance.

Resits

- Resits will be timetabled as agreed with teaching staff and in line with board regulations.
- Learners will be required to pay for resits as detailed in the Fees Policy.

Examination Fees

Registration and examination fees for each year are published by awarding bodies. Registration and/or Examination Fees will be given to MIS to be included in the cost of the course.

The College pays for first attempt examination fees and first resit attempts.

The learner pays further resit fees.

Learners or Faculty as appropriate pays for late entry or amendment fees.

Learners or Faculties will not be charged for changes of tier, or withdrawals made by the proper procedures or alterations arising from administrative processes, provided they are made within the time allowed by the awarding bodies.

Fee reimbursements can be sought from learners who decide to sit an examination after the late entry or withdrawal deadline, fail to sit an examination, or do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.

Equality Legislation

The College will comply with the legislation, including making reasonable adjustments to the service that they provide Candidates in accordance with requirements defined by the legislation, awarding bodies and JCQ. This is the responsibility of Directors of Faculties, Head of Learner Services, all teaching staff and the Examinations Officer.

Access Arrangements

All learners requiring exam access arrangements must be assessed in accordance with College processes. Access arrangements based on learning difficulties or for medical reasons are assessed by the Learner Support Assessors or Additional Learner Support Manager. Learners requiring the use of a bi-lingual dictionary or other separate arrangements for examinations will need to be referred to Additional Learning Support (ALS) for assessment.

Access arrangements are assessed, approved and implemented in accordance with JCQ guidelines or other awarding bodies' guidelines as appropriate.

Access arrangements should be identified and processed within the required timescales set by the awarding bodies - the Exams team will set internal deadlines in conjunction with ALS to ensure compliance with these.

ALS will inform teaching staff of learners with special educational needs who are embarking on a course leading to an examination. The Learning Support staff can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the examination.

Evidence of 'normal way of working' required from teachers will need to be submitted to ALS before the learner is assessed and kept with the learner's records and be available for inspection by the JCQ and other awarding bodies.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Examinations Manager

Implementing exam access arrangements is the responsibility of the Examinations team as defined by the JCQ and examination boards.

Learners and teaching staff must accept responsibility for liaising with the Examinations Office to ensure their examination access arrangements have been put in place.

In the event that a learner declines an approved access arrangement for an exam, the learner is required to sign a declaration to confirm this decision.

Contingency planning

Contingency planning for examinations is the responsibility of the Examinations Manager, Director of MIS and the Head of Centre.

Managing invigilators

Independent invigilators are specially recruited for this role where possible and are used for external and internal examinations.

The recruitment and training of invigilators is the responsibility of the Examinations Manager/Officer

Teaching staff under their fully utilised hours, and support staff, will be used to invigilate during peak examination times.

Securing the necessary DBS clearance for new invigilators is the responsibility of the HR Department.

Invigilators are timetabled and briefed by the Examinations Office.

Invigilators rates of pay are set by the HR Office.

All invigilators must be trained on examination regulations and procedures and on-line testing software as appropriate and undergo refresher training at least annually.

Invigilators are responsible for upholding the JCQ and other board regulations on People Present in the Exam Room. Only those who have authorisation from the Examinations Manager/Officer may be present in the exam room. Teaching staff are required to respect exam room conditions and the invigilator's role.

Malpractice

The Vice Principal Curriculum Innovation, Quality and Performance is responsible for investigating suspected malpractice in conjunction with the Examinations Manager/Officer or other senior member of staff, as appropriate.

Examination days

The Exams team is responsible for the security of all exam materials in line with awarding body requirements and for dealing with JCQ and other awarding body inspections.

The Exams team will book all examination accommodation relying on the support of the MIS staff responsible for timetabling, and ensure the questions papers, other exam materials are available for the invigilators.

Examinations Manager is responsible for booking off-site accommodation as required.

The Examinations Manager will request room set up from Estates who are responsible for setting up the allocated rooms both on and off site.

The invigilator will start all examinations in accordance with JCQ guidelines or professional board guidelines.

Teaching staff may be available outside the examination rooms at the start of the session to assist with identification of candidates but must not be allowed access to the examination rooms or advise learners on the examinations. JCQ/board guidelines for people present in the exam room must be followed.

In practical examinations, teaching staff availability will be in accordance with JCQ/board regulations.

Examination papers must not be read by teaching staff or removed from the examination room before the end of a session. Papers will be distributed to teaching staff or Director of Faculty if permitted, 24 hours after the end of the examination session as per board regulations.

The Exam team is only able to provide candidates with exam materials as supplied by the awarding bodies i.e. exam papers, answer books, formulae books, as applicable. Any additional equipment, such as calculators, pens, dictionaries, mathematical equipment etc. must be provided by the learner. It is the responsibility of the curriculum teams to advise the learners of materials required at the appropriate times.

After an examination, the Examinations Office will arrange for the safe dispatch of completed examination scripts to awarding bodies as per board regulations.

Candidates

The College's published rules on behaviour apply at all times

Learners must make sure they attend their examinations, know the dates and times, and arrive at least 20 minutes before the start of each examination.

Silence must be maintained once in the exam room.

Candidates must provide identification in the form of their learner identification card. The passport or driving licence will only be accepted if board regulations permit this form of identification. AAT learners must have a passport or driving licence in addition to their College identification.

Candidates' must not bring mobile telephones or any other electronic devices, including watches to examinations; possession of unauthorised items is an infringement of the boards' regulations and could result in disqualification.

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Food and drink are not allowed in the exam room, unless for medical reasons, and as an approved access arrangement. Still water in small bottles with the label removed is the only exception.

Candidates are responsible for providing their own equipment for examinations, such as pens (black only allowed), pencils, erasers, calculators and other mathematical equipment where permitted.

Disruptive candidates are dealt with in accordance with JCQ guidelines or other board guidelines as appropriate. Candidates are expected to stay for the full examination time at the discretion of the Examinations Manager or Invigilators.

For examinations longer than one hour, candidates may leave the examination early, but no sooner than one hour after the published starting time. They will not be allowed to return.

The Examinations Office is responsible for handling late candidates on examination day.

For clash candidates, the supervision of escorts and identifying a secure venue is the responsibility of the Examinations Officer / Directors of Faculty.

Emergency Evacuation of Exams

Evacuation of exam rooms is in line with College policy and the Evacuation procedures must be read out at the start of each examination session. Invigilators must make themselves familiar with College fire exits, assembly points and awarding body regulations in the event of an emergency.

Disruption Caused by Unforeseen Events (e.g. severe weather conditions)

Measures to be taken in the event of severe weather conditions or other events that could potentially affect exams running to plan are outlined in the exam contingency plan.

Information, for example regarding College closure, will be communicated on the College website.

Special Consideration

Should a learner be ill before an examination, suffer bereavement or other trauma, be taken ill during the examination itself or otherwise disadvantaged or disturbed during an examination, then it is the learner's responsibility to inform the Examinations Manager, and the invigilator to that effect.

The learner should report any special consideration claim with appropriate evidence where possible within three days of the examination, for example by providing a letter from the candidate's doctor.

The Examinations Office will then forward a completed special consideration form to the relevant awarding body within seven days of the examination.

Professional learners are also advised to report incidents to the awarding body

Internal assessments (including GCSE Controlled Assessments and Non-Examination Assessments)

It is the duty of the Director of Faculty or Curriculum Manager to ensure that all internal assessment material is ready for dispatch, including the recipient details and the date and time sent.

Teaching staff have responsibility to ensure that appropriate quality assurance procedures are followed to include internal verification of assessed work.

Marks for all internally assessed work are provided to the Examinations Office by the teaching staff by the deadline dates given. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure.

Keeping a record of what has been sent, when and to whom, is the responsibility of the Exams Team.

Results

Level 3 and GCSE/Level 2 Candidates will receive individual result slips on result days that can be collected in person at the College or will be posted to their home address (all results will be posted after 3.00 pm).

Online examination results will be emailed to teachers within 24 hours of the examination taking place to pass onto the learners.

All other results will be emailed to teachers and or posted to the Candidates' home address as processed by the Examinations Office.

Professional learners will receive their results directly from the awarding body.

Enquiries about Results (EAR)

College staff or learners via the Exams Office may request EARs (Reviews and Clerical Checks) for GCSEs. Written consent must be obtained from the learner prior to an EAR. If the EAR is initiated by the learner, fees are paid by the learner. Learners must be told marks can go up or down. Fees are refunded if there is an overall grade improvement.

When the College does not support an EAR, a learner may apply to have an enquiry carried out. In this case, learners will be charged the appropriate fee from the awarding body.

Professional learners must contact the awarding body directly for further advice on remarks.

Access to Scripts (ATS)

After the release of Level 3/Level 2 and GCSE results, learners may request the return of their original script via the Exams Office. EAR cannot be applied for once the original script has been returned. Fees are paid by the learner

A photocopy of the script can be obtained to determine whether a remark or clerical check should be requested.

College staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of the learner must be obtained. Fees for this service will be payable by the Head of Faculty.

The Exams Office will provide details of fees and deadlines as well as information regarding appeals.

This service is not available for all boards; the Examinations Team should be contacted for further advice.

Certificates and Certificate Claims

Teachers must ensure that, depending on each qualification process, achievement/certificate claims are either completed or submitted to the Exams Office for completion before the end of the academic year.

Learners will be sent a letter to collect Level 3 Mathematics, GCSE, ESOL and Access Certificates, which will need to be signed for. If learners are unable to collect their certificate, they may request in writing that the certificate be posted. All other certificates/results are posted out to Candidates as they are received. The certificates are the document received confirming the learner result.

Certificates can be collected on behalf of a learner by third parties, provided they have been authorised to do so in writing and provide their own identification.

Certificates will not be withheld from candidates who owe fees, as per the JCQ/board regulations.

Certificates, which are not collected or are undeliverable are retained by the College for one year and then returned to the examination boards or destroyed as per board regulations. If certificates are destroyed, a record of all certificates destroyed by the College will be kept for a further period of at least four years from the date of their destruction.

Replacement certificates are not always issued by an awarding organisation.

Professional learners will receive their certificates directly to their home address from the awarding body.