

EXAMINATIONS POLICY

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<i>Key Staff</i>	<i>SLG, HODs, Data Manager, Exams Officer, Teaching Staff,</i>
<i>Lead on Updating Policy</i>	<i>Exams Officer</i>

INTRODUCTION

This examination policy has been produced in order to rationalise the various procedures associated with examinations during the academic year. In particular, the purpose of this policy is to:

- Ensure that the planning and management of exams are conducted efficiently and in the best interest of candidates
- Ensure the operation of an efficient exam system with clear guidelines for all relevant members of staff

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

This exam policy will be reviewed every year.

This exam policy will be reviewed by the Senior Leadership Group (SLG), Data Manager and Exams Officer.

This document reflects on instructions for conducting examinations in accordance with the Joint Council for Qualifications (JCQ) and the IB. The instructions are for use in all AEA, GCE, GCSE, IB, ESL, Foundation and internal examinations. The instructions are additional to any guidelines or regulations the awarding bodies have issued in their booklets or specifications. Should there be any conflict between guidelines, the JCQ or IB Regulations shall prevail.

All correspondence relating to this policy document should be sent in the first instance, to the Data Manager.

EXAM RESPONSIBILITIES

Head of Centre (Principal)

Overall responsibility for the college as an exam centre:

Director of Studies

- Advises on appeals and re-marks
- The Director of Studies is responsible for reporting all suspicions or actual incidents of malpractice to the Principal and ensuring the response is acted upon. (Refer to the JCQ document 'Suspected Malpractice in Examinations and Assessments')

Senior Leadership Group

- Ensure all members of staff and students are aware of exam protocols

Heads of Department

- Oversee and manage all exam entries, mark sheets and adherence to deadlines, as set by the Exam Boards and college
- Oversee and manage completion of coursework mark sheets and declaration sheets
- Guidance and pastoral oversight of candidates, who are unsure about exam entries or amendments to entries
- Nominate departmental/subject representative to be in attendance at the beginning of their specific examinations for identification purposes
- Involvement in post-results procedures

Teaching Staff

- Accurate and timely submission of all exam entries through Heads of Department

Additional Learning Support Co-ordinator

(Supported by Curriculum Officer /Assistant Exams Officer and ALS Link at Canterbury)

- Administration of Access Arrangements
- Identification and testing of candidate requirements for access arrangements
- Organisation of any additional support, to assist candidates achieve their course aims

Data Manager

- Advise and manage the examinations policy ensuring all processes are adhered to, effective and efficient
- Analysis of examination results

Examinations Officer

Supported by Assistant(s)

- Manages the administration of all public and internal exams
- Advises the SLG, HODs, subject tutors and other relevant support staff of annual exam timetables and application procedures as set by the various exam boards
- Responsible for the administration of all examinations, including liaison with examination boards, ensuring that all entries are placed in accordance with JCQ deadlines
- Production and distribution to staff and candidates of an annual calendar/schedule for all exams, in which candidates will be involved
- To remain on-site at all times, when exams are taking place
- Regular communication with all staff concerning imminent deadlines and events
- Ensure that candidates and parents are informed of and understand those aspects of the exam timetable that will affect them
- Consult with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ/IB/Foundation guidelines
- Provides and confirms detailed data on estimated entries
- Receives, checks and stores securely, all exam papers and completed scripts
- Responsible for the accurate analysis of results and the preparation of all reports on examination results

Senior Invigilator/Invigilators

- Collection of exam papers and other exam material from the Exams Officer before the start of each exam
- Distribution of exam papers within the exam hall in accordance with registers and seating plans
- Completion of exam registers
- Collection of all exam papers in the correct order at the end of each exam and their safe return to the Exams Officer
- Comply with and uphold the 'Rules and Guidance for Invigilators' as outlined by the Exams Officer and the 'Instructions for Conducting Examinations' (ICE) Yellow JCQ booklet

Candidates

- Checking and confirmation of exam statement of entries
- Understanding coursework regulations and signing a declaration, authenticating coursework as their own

QUALIFICATIONS OFFERED

Qualifications offered at this centre are decided by the SLG.

Qualifications currently offered at the Cats Colleges include at GCE A2, AS, IB, Foundation, ESL qualifications and GCSE/IGCSE.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there are any changes to the syllabus, from the previous year, the Exams Officer must be informed by HODs, during the first week of the new academic year.

Decisions on whether a candidate should not take an individual subject exam will be taken in consultation with the candidate, parents, HOD and Director of Studies.

EXAM SEASONS AND TIMETABLES

Exam Seasons

Internal exams are scheduled as announced in the annual calendar for the college.

External exams are scheduled for January and May/June.

Timetables

Once confirmed, the Exams Officer will circulate exam timetables for all internal and external exams. These will be sent out by email directly to students, and will be available on Magellan and the Examinations noticeboard.

University Foundation and JCQ/IB exams may not be held in the same room. Exams Officer to oversee exact details.

ENTRIES, LATE ENTRIES, AMENDMENTS AND EXAM FEES

Entries

Candidates are selected for their exam entries by Teaching staff through the Head of Department.

Candidates and/or parents can request a subject entry, change of level or withdrawal.

Late Entries

Entry deadlines are circulated to HODs and Teaching staff via email and college intranet/calendar.

Late entries are authorised by the Exams Officer

Exam Fees including Late Fees

Candidates pay for all normal exam fees.

All late entry or amendment fees are paid by the Department, unless a candidate/parent has requested the change, in which case the candidate will pay.

THE DISABILITY DISCRIMINATION ACT (DDA), SPECIAL NEEDS AND ACCESS ARRANGEMENTS

DDA

The Disability Discrimination Act 2005, extends the application of the DDA to general qualifications. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

Special Needs

A candidate's special needs requirements are determined by the Additional Learning Support Co-ordinator.

The Additional Learning Support Co-ordinator will inform subject teachers of candidates with special educational needs, who are embarking on a course leading to an exam. The Additional Learning Support Co-ordinator will then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.

Generally, any student who has resided in the UK for more than two years is not entitled to the use of a dictionary. Ultimately, there will be exceptions to the rule however these will be in accordance with the current JCQ regulations.

Access Arrangements

Candidates, who may require access arrangements, are identified during the admissions process. Making special arrangements for candidates to take exams is the responsibility of the Additional Learning Support Co-ordinator (Supported by the Curriculum/Assistant Exams Officer and ALS link at Canterbury) through the initial screening tests and subsequent testing.

Submitting completed access arrangement applications to the awarding bodies via the Exams Officer, is the responsibility of the Additional Learning Support Co-ordinator. The Exams Officer is responsible for ensuring that access arrangements are applied for, by the date laid down by the Exam Boards.

Rooming for access arrangement candidates will be organised by the Additional Learning Support Co-ordinator or Director of Studies and the Exams Officer. These candidates should be roomed separately where possible in order to accommodate extra time, the use of laptops and to avoid interruption and excessive noise during an exam.

Invigilation and support for access arrangement candidates will be organised by the Additional Learning Support Co-ordinator and the Exams Officer.

ESTIMATED GRADES

Tutors through HODs, will submit Estimated Grades, in accordance with dates published by the Exam Boards and School Examination Schedule to the Exams Officer.

COURSEWORK AND INTERNAL ASSESSMENTS

Coursework

- Candidates, who have to prepare coursework, will do so by the date stipulated by the JCQ/IB Exam Boards
- HODs must ensure that all coursework and relevant paperwork is completed and returned to the Exams Officer by the required date

Internal Assessments

- Marks for all internally assessed coursework, are forwarded to the Exams Officer by the HODs
- The college, in respect of Appeals against Internal Assessments, has a separate policy on this subject, which is available from the Exams Officer. A student may appeal against an internal assessment for a JCQ examination

EXAMINATION CENTRE ORGANISATION

Examination or other assessment processes are an important part of all courses, in that student success is dependent on them. Therefore, the college must ensure that all such processes are robust and secure.

Safe Custody of Question Papers and Other Examination Materials

Each question paper and examination material delivery must be checked carefully upon receipt and the Exam Board notified immediately, if there are any discrepancies or any other cause for concern such as:

- Discrepancies between the material received and the advice note
- The material received does not meet the agreed requirements
- The material has been damaged rendering it unfit for use
- There is evidence of a breach of security

Security

Examination papers must be locked away, ideally in lockable, fireproof, non-portable strong metal cabinets. Cabinets must be in a secure room with access restricted to key holders. Ideally, the room should be windowless. Where there are windows, arrangements must be made for them to be fitted with an effective security device (e.g. Metal bars). The door to the room should be of solid construction, have secure hinges and be fitted with a security lock. Only the following members of staff are authorised to have access to the Exam Store:

- Principal
- Director of Studies or Vice Principal
- Data Manager
- Exams Officer

No other employee or contractor is permitted in the store without direct supervision.

The Exams Officer must be informed immediately if the securities of the examination papers or confidential ancillary instructions are put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.

The packets of examination papers and other examination material must not be opened more than 4 hours before the time appointed for the examination concerned, except where otherwise instructed. Strict precautions must be taken to safeguard examination papers after they have been opened. In particular, they must not be removed from the college and when not in use, must be kept in a secure area.

Examination stationery will be provided by the exam boards. Such material must be stored securely at all times, so that no unauthorised person has access to them.

Timetable Start Times and Variations

All morning and afternoon exams will begin at 9.00am and 1.30pm respectively or 2pm at Canterbury. Timetable variations are not permitted unless authorised by the exam board. Should an early start time be authorised, candidates must remain under the supervision until 1 hour after the published starting time for that particular examination.

Additionally, question papers used by those candidates must be kept under secure conditions until one hour after the published starting time for that examination.

If candidates are permitted to take an examination in a different session from other candidates, all copies of the question paper used in the earlier session must be recovered, sealed in an envelope and returned to secure storage.

Use of Calculators

Where the use of electronic calculators is permitted, candidates must be informed in advance that:

- The calculator must be suitable for use on the desk at which the candidate will attempt the examinations
- The power supply must be integral
- A fault in a calculator will not be considered as justifying the giving of any special consideration

- Calculator cases, instruction leaflets or formulae printed on the lid of cover of calculators must not be in the possession of candidates during the examination
- Calculators must not be borrowed from other candidates in the course of an examination for any reason. The invigilator may provide a replacement calculator
- Programmable calculators may be used, but no prepared programmes may be taken into the examination room

Calculators with any of the following facilities are prohibited:

- Data banks
- Dictionaries or language translators
- Retrieval of text or formulae
- Built-in symbolic algebra manipulations
- Symbolic differentiation or integration
- Capability of remote communication with other machines

Resources for Examinations

Resources other than calculators may be permitted for some papers, as stipulated in the exam paper notes. These may include dictionaries and editions of set texts. Candidates should be informed in advance that they are responsible for bringing with them any materials stipulated as required for the examination. Possession of unauthorised material in an examination, whether for intended use or not, constitutes an infringement which will be subject to penalty and possible disqualification.

Examination Locations

All candidates must sit the examination in the location as detailed on their personal timetable/statement of entry.

The location standards for examinations are as follows:

- The Operations Manager is responsible for the setting up of allocated exams rooms
- Due attention must be paid to such matters as heating, lighting, ventilation and the level of extraneous noise
- No display material, which might be helpful to candidates, must be visible in the examination
- Reliable clocks must be visible to each candidate in the examination room
- A board or details must be visible to all candidates showing the examination paper code and the starting and finishing times of each examination

- The seating arrangements must be such as to allow all candidates to face the same direction and prevent candidates from overlooking, intentionally or otherwise, the work of others. The minimum distance between desks (centre to centre) must be 1.25mts
- Each candidate should have a separate desk or table, of sufficient size to accommodate question papers, maps and answer booklets
- Candidates will be seated in candidate number order

The aforementioned standards also apply to Additional Learning Support candidates who may be located differently.

INVIGILATION ARRANGEMENTS

The recruitment of Invigilators is the responsibility of the Exams Officer and HR Manager. The necessary Criminal Records Bureau (CRB) clearance for new invigilators is the responsibility of the HR Manager. CRB fees will be paid by the College.

The Exams Officer through the Head of Centre, must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible to serve as an invigilator.

Relevant invigilator training, timetabling and briefings will be given annually by the Exams Officer.

The invigilator is the person in the examination room responsible for the conduct of a particular examination session in the presence of the candidates. Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional task in the examination room, talk to each other except in relation to the examination in progress.

Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:

- At least one invigilator must be present for every 30 candidates or part thereof
- Invigilators may be changed, provided that the number present does not fall below the number prescribed
- When only one invigilator is present, he/she must be able to summon assistance easily, without leaving the examination room and without disturbing the candidates i.e. college to provide mobile phone or radio
- Arrangements must be such that each candidate in the examination room can be observed by an invigilator at all times

- Invigilators must be familiar with the JCQ Regulations, which govern guidelines for examinations

If the number of candidates is over 30 in a given location, an experienced invigilator should be assigned the role of Senior Invigilator. Senior Invigilators should:

- Make their presence and identity known to other invigilators upon arrival in the examination location or staff room
- Be on duty throughout the examination
- Co-ordinate the start and finish of the examination in accordance with agreed protocols
- Take responsibility for resolving any problems, which may arise during the examination

Examination rules cannot be exhaustive and cover every eventually. If a situation arises, which is not covered by the rules, or if for any reason the rules cannot be wholly applied, invigilators must use their discretion, with guidance from the Exams Officer if necessary, within the principle that whatever decision is taken, the candidates are not disadvantaged. Any such irregular decisions should be noted.

Invigilators must be in the examination location at least 30 minutes before the start of each examination period, to ensure that all requisite administrative functions have been undertaken; for example, that all necessary stationery etc is available and distributed to candidates' desks before candidates are admitted to the examination room.

Invigilators must exercise constant vigilance; they should, from time to time, move about the examination room at random, bearing in mind the importance of causing minimum disturbance to students. They should occasionally inspect matter on candidates' desks.

Invigilators must ensure that all examination scripts and unused books are collected at the end of the examination. Completed scripts must not be left unattended in the examination room after the examination has ended.

Invigilators may neither smoke, nor bring food into the examination room. Water is permissible.

In addition to invigilators, there is a requirement for HODs to nominate a representative(s) to be in attendance at the beginning of their specific examination. This requirement is for supervisory purposes only and assisting the invigilators with candidate recognition.

CONDUCT DURING EXAMINATIONS

All examinations must be carried out in accordance with JCQ Regulations.

General

Invigilation is an essential task to ensure the proper conduct of examinations. As such:

- Exam papers must not be read by Tutors, or removed from the exam room. Exam question papers will be distributed to HODs, once answer booklets have been despatched to the relevant Exam Board
- Candidates must observe all instructions given by an invigilator
- A candidate who wishes to attract the attention of an invigilator shall remain seated and raise a hand
- At the discretion of the Senior Invigilator through the Examination Officer, a student who is unable to identify himself/herself as a candidate registered for the unit may be excluded from the examination
- Any candidate alleged to have committed an offence under these regulations, could be subject to disciplinary/administrative procedures

Identification of Candidates

The invigilators must be satisfied as to the identity of every candidate attending each examination session. The Head of Centre, through the Examinations Officer and the relevant HODs, must ensure that appropriate arrangements are in place to guarantee this requirement i.e. Department representative in attendance at the beginning of each exam.

Entering and Leaving Examination Rooms

Invigilators must ensure that the following rules are adhered to:

- Candidates may be admitted to the examination room not more than 15 minutes before the start of the examination, except in approved cases where extra time has been allowed for a candidate
- No candidate may enter the examination room later than 30 minutes after the start of the examination
- As a guide, no candidate may enter the examination room 30 mins after the start of the examination and not at all if another student has left the room. Whether we allow students to enter the room up to an hour after the exam has started (JCQ regulations) is entirely at the discretion of the college, and there would have to be exceptional circumstances to allow a student into an examination this late.
- No candidate may leave the examination room other than for illness, or other reason acceptable to the invigilator, before 30 minutes after the start of the examination. Candidates, who leave the examination room without the permission of an invigilator,

will be deemed to have withdrawn from the examination and will not be permitted to re-enter the examination room

- No candidate may leave the examination room within the last 30 minutes of the examination, other than in exceptional circumstances and with the permission of the invigilator
- A candidate who wishes to leave the examination room early (before the final 30 minutes has commenced) shall attract the attention of an invigilator and when given permission to do so, shall leave the examination room with the minimum of disturbance
- All answer books (used and unused), are to be collected from candidates before they are permitted to leave the examination room

Examination Stationery and Materials

The invigilator must take all reasonable steps to ensure that:

- All work, including rough work, is done in the answer books provided. Additional sheets of paper, such as graph paper and drawings, must be clearly marked with the candidates Registration Number and fixed to the relevant answer book
- Pages may not be removed from an answer book, nor may an answer book be removed from the examination room
- Mathematical tables, charts and other relevant texts, which may be provided for candidates' use, are the property of the school and may not be removed from the examination room
- Candidates will be instructed by an invigilator or by examination paper notes, what aids such as calculators are permissible. A candidate, who brings into the examination a calculator other than a type specified in the examination notes, commits an offence under the JCQ Regulations

Unauthorised Materials

Unauthorised materials and mobile phones, in particular, whether or not switched on or within reach constitute an infringement of the regulations.

Invigilators may inspect any materials or items in the examination room, or in any candidates' possession, at any time during the examination.

If unauthorised items are taken into the examination room, such items should be placed out of reach of the candidates before the examination commences.

Starting the Examination

An examination is deemed to be in progress from the time the candidates enter the room until all scripts have been collected. However, before candidates are permitted to start work, the invigilator must ensure that:

- Candidates are seated in accordance with the prescribed seating plan

In addition, the Senior Invigilator must read to candidates, regulations relating to the behaviour/conduct during the examination.

Attendance Register

The Senior Invigilator must complete the Attendance Register during the examination, in accordance with JCQ Regulations. If a candidate is not shown on the Attendance Register, he/she may be permitted to sit the examination and their name added to the register.

If a candidate has been entered but is not present for the examination, he/she must be marked as 'Abs' on the Attendance Register.

Behaviour during Examinations

The following rules must be strictly enforced, to ensure that candidates are not unduly disturbed during an examination:

- Throughout the whole of the examination, silence must be maintained, except when requests for additional answer books etc are made. A candidate whose behaviour persistently disturbs other candidates may be excluded from the examination
- Candidates may not bring food into the examination room except under approved medical conditions. Water is permitted, but all labels must be removed and the liquid inside must be clear
- A candidate may not communicate in any way with any person other than an invigilator during the examination
- No candidate may retain during the examination, any article such as a school bag etc, which is not required for the purpose of the examination. Such articles should be preferably not taken into the examination room. If they are, they must be left in a part of the room, as directed by the senior invigilator, but remain the responsibility of the candidate
- Any candidate in possession of a mobile phone or other mean of transmitting or receiving information in any form, including MP3 players etc must make sure that the device is switched off throughout the examination. Permitting such a device to make a sound, is in breach of regulations

- Except in specified cases, candidates are not permitted to bring into the examination room any written notes or other materials, which would be of value in answering examination questions
- Any form of cheating in examinations is malpractice and will be treated as a serious offence by the school

Malpractice

Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the examination room.

The Examinations Officer through the Head of Centre, must report all cases of suspected or actual malpractice. The Head of Centre has the authority to expel a candidate from the examination room, if malpractice may have been committed and in other circumstances if regarded as essential by the Head of Centre. This should only be done in exceptional circumstances or, if a candidate would disrupt other candidates by continuing to be in the examination room.

If candidates have committed malpractice, the awarding body may disqualify them or make them subject to other sanctions and penalties.

Emergencies

The Senior Invigilator must take the following action in an emergency such as a fire alarm or a bomb alert either at CATS or at approved locations such as Kent Cricket Ground, Wesley Hall etc:

- Evacuate the examination room in line with the instructions given by the appropriate authority
- Make sure that all question papers and scripts are left in the examination room
- Make sure that candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion of the examination
- Make a note of the time of the interruption and how long it lasted
- Allow the candidates the full working time set for the examination. Consider the possibility of taking the candidates, with examination papers to another place to finish the examination
- Make a full report of the incident and of the action taken and send it straight to the awarding body within 7 days of the incident

Finishing Examinations

Generally, before the end of the examination, the Senior Invigilator may give a 5 minute warning to candidates. At the end of the examination, candidates should be told:

- To stop writing
- Allow candidates who arrived late and have been permitted the full working time to do their examination, to continue after the normal finishing time and inform them to stop writing after the extra time allowed has passed
- To make sure they have included necessary information on their scripts, including any loose sheets
- Make sure their answers are correctly numbered
- Fasten any loose answer sheets including supplementary answer sheets to the back of their answer booklet with a treasury tag. Paper clips or staples must not be used
- When all scripts have been collected, the Senior Invigilator should instruct the candidates to leave the hall collecting their belongings on the way out
- Once collected, scripts should be placed in the order shown on the Attendance Register and checked to ensure that all scripts are present and that candidates have used their correct candidate numbers
- After collation, the scripts should be handed to the Exams Officer for despatch to the Awarding Body

Administration and Packing and Sending of Scripts

The Exams Officer is to ensure that:

- The correct envelopes provided by the appropriate awarding body are used
- The relevant attendance registers are sent with the scripts
- Envelopes are fastened securely
- Scripts are sent to the appropriate examiner without delay within one working day from the end of the examination
- Scripts are kept securely if kept overnight
- Packages are sent by parcel post, obtaining a certificate of posting for each package. This certificate should be kept until results are published
- All relevant seating plans, registers, exam details and any relevant notes are filed accordingly and retained until results have been received

RESULTS, CERTIFICATES, ENQUIRIES ABOUT RESULTS (EARs) AND ACCESS TO SCRIPTS (ATS)

Results

- Individual student results will be promulgated on Magellan
- All individual candidate statement of results (hard copy) received for the January exams, will be given to Personal Tutors for distribution to students
- All individual candidate statement of results (hard copy) received for the summer exams, will be despatched by post to students only, unless the Exams Officer is requested to do otherwise. A parent, if authorised by the student, can receive the statement of results on behalf of the student. The college will not forward results to any other party

Certificates

- Certificates are posted to students by recorded delivery
- Certificates may not be collected on behalf of a candidate by a third party
- Certificates may be withheld from students who owe fees

Enquiries About Results (EARs)

- EARs for general qualifications may be requested by the college or candidate, if reasonable grounds exist for such a request
- When the college does not uphold an EAR, a candidate may apply to have the enquiry. However, a candidate will be charged independently for this application

Access To Scripts (ATS)

- After the release of results, candidates may ask the HOD to request the return of papers within 3 days
- If a result is queried, the Exams Officer in conjunction with the HOD and Head of Centre, will investigate the feasibility of asking for a re-mark at the candidate's expense
- Centre staff may also request scripts for investigation or, for teaching purposes. For the latter, consent from the candidate must be obtained

Planning and Managing Controlled Assessments

- All regulations from JCQ must be followed and will be overseen by relevant staff and the examinations officer who will ensure risks are managed effectively and maintain examination integrity

APPEALS PROCEDURE

Awarding bodies accept appeals in relation to three areas of their work. These are:

- Appeals against results – when a centre is still dissatisfied with an examination result or results following the enquiries about results process
- Appeals against malpractice decisions – following a decision to apply a penalty because of malpractice in an examination/assessment
- Appeals against decisions made in respect of access arrangements and special consideration

In addition, some administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers

If there is any aspect of an awarding body's interpretation or application of the procedures described in this document that a centre would wish to query or discuss, centres should not hesitate to contact the relevant awarding body appeals officer.

Fees

Awarding bodies may charge a fee for each stage of an appeal against the outcome of an enquiry about results. Details of these fees can be obtained from the awarding body concerned. The fee will be refunded if the appeal is successful.

Appeals against the outcomes of enquiries about results

If the head of centre or private candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results. Full details of enquiries about results services are given in the JCQ publication Post-Results Services – Information and guidance to centres - http://www.jcq.org.uk/exams_office/postresult_services

If doubts about the accuracy of the results still persist, following the enquiry about results process, the head of centre or private candidate should refer initially to the regulator's Code of Practice and the JCQ publication Post Results Services – Information and guidance to centres. If, after consulting these documents, the centre or private candidate is convinced that the awarding body has not followed due procedures, it is possible to submit an appeal in line with the procedures set out here.

If an appeal is accepted, an investigation into the candidates' or centre's results, and the awarding body's procedures will follow. An appeal investigation does not generally involve a further review of candidates' work.

If an original script has been returned to the centre under the Access to Scripts arrangements, it cannot subsequently form part of an enquiry about results or an appeal.

Who Can Appeal

Appeals are accepted from:

- heads of centres on behalf of single candidates or groups of candidates
- private candidates (that is, a candidate who pursues a course of study independently, but makes an entry and takes an examination at an approved examining centre)

Please note that appeals are not accepted from internal candidates and/or their parents or carers.

Appeals made against malpractice decisions

Malpractice is a term used to describe all forms of irregularity or breaches of the regulations in examinations and assessments, e.g. plagiarism in coursework, the introduction of unauthorised material into the examination room or maladministration.

Awarding bodies' decisions on malpractice cases are based on an inter-board agreement which is reflected in the Joint Council for Qualifications (JCQ) publication Suspected Malpractice in Examinations and Assessment: Policies and Procedures. This booklet can be obtained from the JCQ website - http://www.jcq.org.uk/exams_office/malpractice/

Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice the decision may be made by a committee of senior officers or an external committee.

Appeals may be initiated against a sanction imposed by the awarding body in cases of malpractice. It is not possible to appeal against a decision to take no further action.

Who can appeal?

Heads of centres may appeal against sanctions affecting the centre or members of its staff (including contracted workers), and on behalf of candidates entered or registered through the centre.

Members of the centre's staff or personnel contracted to a centre (e.g. external invigilators) may appeal against sanctions imposed on them.

Private candidates (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre) may appeal against sanctions imposed on them.

Third parties who have been barred from taking examinations or assessments with an awarding body may appeal against that decision.

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where

the candidate was registered. The head of centre's decision as to whether to proceed with an appeal is final.

How to appeal

The head of centre, member of staff or private candidate should submit a written request for an appeal to the relevant awarding body. There is also a form (JCQ/App1) that may be used.

Appeals must be made within two calendar weeks of receiving the malpractice decision. Awarding bodies will reject appeals made outside of this timescale.

The head of centre, member of staff or private candidate submitting the appeal must set out as clearly as possible the grounds for the appeal and must submit any further evidence relevant to supporting the appeal.

Appeals must be based on reasonable grounds which relate to the incident in question. The following are accepted as reasonable grounds:

- the incident was not dealt with in accordance with the published procedures in the JCQ publication Suspected Malpractice in Examinations and Assessment;
- further evidence (including medical evidence) has come to light which changes the basis of the decision.

The following do not, by themselves, constitute grounds for an appeal:

- The individual did not intend to cheat.
- The individual has an unblemished academic record.
- The individual could lose a university place.
- The individual regrets his/her actions.

Awarding bodies reserve the right to refuse to accept an appeal application at this point if there is no further evidence to consider and if the grounds for the appeal are weak or unjustified.

Appeals relating to access arrangements and special consideration

Introduction

The awarding bodies recognise that there are some candidates who are prevented from demonstrating their achievement because of:

- a permanent or long-term disability, learning difficulty or medical condition;
- a temporary disability, illness or indisposition immediate to or at the time of the examination;
- English being a second or additional language;
- the immediate circumstances of the assessment.

Access arrangements are approved before an examination or assessment and are intended to allow attainment to be demonstrated.

Special consideration is given following an examination or assessment to ensure that a candidate who has a temporary illness, injury or indisposition or who is otherwise disadvantaged by the immediate circumstances of the examination, is given some compensation.

Access arrangements and special consideration decisions are based on an inter-awarding body agreement. The principles and regulations governing access arrangements and special consideration decisions are set out in the JCQ publication Access Arrangements, Reasonable Adjustments and Special Consideration. Copies of this publication are distributed to centres each year by the JCQ and a copy can be found on the JCQ website:

http://www.jcq.org.uk/exams_office/access_arrangements/regulationsandguidance/

If the head of centre/private candidate disagrees with the decision made, a written request setting out the grounds for a Stage 1 Appeal should be forwarded to the relevant awarding body. There is also a form (JCQ/App1) that may be used.

Who can appeal?

Appeals are accepted from:

- heads of centres on behalf of a candidate or groups of candidates
- Private candidates (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre)

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was registered. The head of centre's decision as to whether to proceed with an appeal is final.

How to appeal

Before undertaking an appeal, it may help if the head of centre discusses the situation with the awarding body officers responsible for appeals. Such discussions will sometimes resolve the matter without recourse to appeal.

The appeal request must be made within 2 calendar weeks of receiving the original decision letter, and should set out the grounds for the appeal. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.

Review of administrative decisions

During the processing of any examination series, circumstances arise that cause awarding bodies to make decisions that may affect a candidate's results. Where these decisions involve an element of judgement, they may be subject to a review by awarding body officers. Heads of centres who are concerned by any such administrative decisions should contact the relevant appeals manager to discuss their concerns.

The more common types of administrative decisions which may be subject to review are listed below. Please note that this list is not exhaustive and other types of administrative decisions may also be subject to review:

- Decisions taken in cases of very late arrival
- Decisions taken in cases of missing scripts
- Decisions involving the use of estimated marks
- Decisions taken in relation to extensions to result enquiries