



Tuition, Medical and Behaviour Support Service

Examinations Policy

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Responsibility:	Lisa Garside and Lindsay Crozier

Introduction and aims

Tuition, Medical and Behaviour Support Service (TMBSS) is committed to ensuring that exams are managed and administered effectively.

The aim of this policy is to ensure:

- The planning and management of exams is conducted in the best interest of candidates
- Our system of exams administration is efficient and clear, and staff and students understand what is required and expected of them
- We comply with requirements and guidance set out by the Joint Council for Qualifications (JCQ) and awarding bodies

Roles and responsibilities

Everyone

Everyone involved in our exam processes, including staff and students, must read, understand and implement this policy. Staff involved in the examination process are asked to read the JCQ publications 'Instructions for Conducting Examinations' and 'Access Arrangements and Reasonable Adjustments' prior to the start of the exam season.

Head of Centre

The Head of Centre:

- Has overall responsibility for TMBSS as an exams centre
- Is responsible for ensuring that all suspected or actual incidents of malpractice are reported, in line with the JCQ guidance on suspected malpractice in examinations and assessments
- Is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the JCQ regulations and awarding body requirements
- Is responsible for ensuring that all staff comply with the [JCQ guidelines](#)
- Complete the NCNR Annual Head of Centre declaration
- Ensures that [JCQ guidance for centres on cyber security](#) is followed
- Ensures that accurate candidate contact information is obtained and maintained
- Ensures appropriate controls are in place that allow accurate data to be submitted to the awarding bodies, e.g. entries and internally assessed marks
- Ensure that all reasonable steps are taken to respond promptly to requests for information
- Ensure that at least one member of staff is available to manage emergency results-related requests during the summer holidays
- Ensures that the security of all assessment materials are only shared with appropriate staff and candidates
- Reports any potential or actual breaches immediately to the examination boards.
- Retains records of all conflicts of interest and measures taken to mitigate risks to integrity
- Will be familiar with the contents of the JCQ Publications:
 - General Regulations for Approved Centres
 - Instructions for Conducting Examinations

- Access Arrangements and Reasonable Adjustments
- Suspected Malpractice in Examinations and Assessments
- Instructions of conducting non-examination assessments
- Instructions for conducting coursework
- Special consideration process

Senior Leadership Team (SLT)

The SLT will:

- work with Centre Managers, Subject Co-ordinators and Administrators to support and offer advice
- Ensure that there are appropriate resources in place at the time of examinations such as readers and scribes to meet candidate needs.
- Will be familiar with the contents of the JCQ Publications:
 - General Regulations for Approved Centres
 - Instructions for Conducting Examinations
 - Access Arrangements and Reasonable Adjustments
 - Suspected Malpractice in Examinations and Assessments
 - Instructions of conducting non-examination assessments
 - Instructions for conducting coursework
 - Special consideration process

Exams Officer

The Exams Officer is responsible for the administration of exams. They:

- Manage the administration of examinations
- Be one of the key holders to the secure room
- Take responsibility for responding to the National Centre Number Register annual update.
- Will be familiar with the contents of the JCQ Publications:
 - General Regulations for Approved Centres
 - Instructions for Conducting Examinations
 - Access Arrangements and Reasonable Adjustments
 - Suspected Malpractice in Examinations and Assessments
 - Instructions of conducting non-examination assessments
 - Introductions for conducting coursework
 - Special consideration process
- Make sure that the Exams Centre is following the JCQ guidance and update procedures including 'General Regulations for Approved Centre's and Instructions for Conducting Examinations'.
- Provide estimated entries to examination boards if appropriate.
- Maintain systems and processes to support timely entry for candidates.
- Ensure that candidates are entered under names that can be verified against suitable identification
- Book invigilating training and keep records of staff who have attended
- Advise the senior leadership team (SLT), subject and class teachers, and other relevant support staff on annual exams timetables and procedures as set by awarding bodies
- Ensure that candidates and their parents are informed of, and understand, aspects of the exams timetable that will affect them
- Check with teaching staff that the necessary coursework and/or NEA assessments are completed on time and in accordance with JCQ guidelines

- Maintain systems and processes to support the timely entry of candidates for their exams
- Apply to the JCQ to hold examinations in Education Centre's using the Alternative Site forms on the JCQ portal – 6 weeks prior to the start of the examination season.
- Receive, check and securely store all exam papers and completed scripts, and ensure that scripts are dispatched to Education Centre's as per the JCQ guidelines
- Download, print and store electronic assessment materials safely and securely as per JCQ guidelines
- Post out completed examination papers follow JCQ guidance and procedures
- Working with the SENCo, administer access arrangements and special consideration following the regulations in the JCQ guidance and apply for approval through the Access Arrangements Online via the Centre Admin Portal.
- Identify and manage exam timetable clashes
- Ensure candidates' coursework/NEA assessment marks are submitted correctly and on schedule, along with any other material required by the awarding bodies
- Track, dispatch and store returned coursework/controlled assessments
- Arrange for dissemination of exam results and certificates to candidates, and forward, in consultation with the SLT, any post-results service requests
- Report all suspected or actual incidents of malpractice, in line with the JCQ guidance on suspected malpractice in examinations and assessments
- Advise on appeals and re-marks
- To meet with the JCQ Inspector on a yearly basis
- Manage staff logins to Examination Board websites

Centre Managers

Centre Managers are responsible for:

- Ensure that the Education Centre has appropriate accommodation to support the size of the cohort taking the examinations taking into account appropriate accommodation for candidates requiring access arrangements
- To identify candidates when they arrive for their examinations, prior to them entering the examination room
- Identify which members of staff will be invigilating and confirm to the Exams Officer so that they can take part in the annual training course
- Make arrangements to collect exam papers and other material from the exams office before the start of the exam
- Make arrangements to collect all exam papers in the correct order at the end of the exam and ensuring they're returned to the exams officer
- Ensuring candidates complete the correct exam paper taking into account examination board and subject tier.
- Ensure that special consideration requests are sent to the Exams Officer within specified time.
- On the day of the examination verify the identity of all the candidates taking an examination or assessment.

Centre Administrators

Centre Administrators are responsible for:

- Statements of Entry are sent out to students prior to the start of the examination series
- All necessary JCQ procedures and policies are sent out to students prior to the start of the examination series
- Transport is booked for students to attend their examinations taking into account any access arrangements
- Receive the examination papers into Centre approx. 1 hour before start of exam and make sure that they are kept in a secure location
- Register students when they arrive for the exams and chase up any candidates who are absent. To inform the Exams Officer of any absent students
- For students who are late for their exams – to log the time they arrived and started the exam and to inform the Exams Officer.
- Pack up examination papers and return to Exams Officer in a secure manner following JCQ guidelines.
- Supporting the Centre Manager by helping to verify the identity of all the candidates taking an examination or assessment.

Subject Co-ordinators

Subject Co-ordinators are responsible for:

- Advising the exams officer of any changes to syllabus or assessment details for their subjects
- Advising the exams officer of entries for their subjects
- Guidance and pastoral care for candidates who are unsure about exams entries or amendments to entries
- Accurately completing entry and mark sheets, and adhering to deadlines as set by the exams officer
- Accurately completing coursework/controlled assessment mark sheets and declaration sheets
- Decisions on post-results procedures

Specialist Teachers

Specialist Teachers are responsible for:

- Supplying information about entries, coursework and controlled assessments as required by the Centre Managers, Subject Co-ordinators and exams officer.

Special educational needs co-ordinator (SENCO)

The SENCO is responsible for:

- Working with SLT and Centre Managers to identify students who require access arrangements
- To make sure that students are assessed and relevant paperwork has been completed
- Gathering evidence to support the needs for access arrangements
- Completing reports for students who require access arrangements due to a medical needs or have a EHCP
- Working with the exams officer to provide the access arrangements required by candidates in exam rooms
- To be available to meet with a JCQ Inspector if required

Careers Manager

The careers manager is responsible for:

- To be available when the results are released to offer advice and support to candidates on their post 16 options

ICT Support

The ICT support is responsible for:

- To be available for advice and support in regard to cyber attacks
- To make sure that appropriate software is available for candidates using a word processor

Candidates

Candidates are responsible for:

- Confirming and signing entries
- Understanding coursework/controlled assessment regulations, and signing a declaration that confirms the coursework to be their own
- Ensuring they conduct themselves in all exams according to the JCQ regulations

3. Qualifications offered

The Executive Headteacher, Assistant Head for Assessment and Subject Co-ordinators decide the qualifications we offer.

We offer the following types of qualifications:

- GCSEs
- Entry Levels

If there will be a change to a specification for the next year, the exams office must be informed at the start of the academic year.

Decisions on whether a candidate should be entered for a particular subject will be taken by the Centre Manager and Specialist Teacher in consultation with Subject Co-ordinator.

Exam timetables

Once confirmed, the exams officer will circulate the exam timetables for internal and/or external exams at a specified date before each series begins.

Entries (including entry details and late entries)

- Candidates or parents/carers can request subject entry, change of level or withdrawal by contacting the Centre Manager of the Centre their child attends
- We do not accept entries from private candidates.
- We do not act as an exams centre for other organisations.
- Entry deadlines are circulated to all relevant staff by email by the exams officer.
- Entries and amendments made after an awarding organisation's deadline require authorisation, in writing, from the Centre Manager/Subject Co-ordinator.

Exam fees

We will not charge for:

- entry for a prescribed public examination, if the student has been prepared for it at the Service

- examination re-sit(s) if the student is being prepared for the re-sit(s) at the Service.

We may charge for examination fees if:

- The examination is on the prescribed list, but the student was not prepared for it at the Service.
- The examination is not on the prescribed list, but the Service arranged for the student to take it.
- A student fails, without good reason, to complete the requirements of any public examination where the governing body or LA originally paid or agreed to pay the fee.
- If a student or their parents consider it to be in the best interests of the student to request that an examination is re-marked, any fees involved must be covered by the student or their parents. If the awarding body changes the overall grade of the result, the Service will not be charged by the awarding body and the parent/student will have their fees refunded.

Equalities

All our staff must ensure that they meet the requirements of any equality legislation. We will comply with the legislation, including making reasonable adjustments to the Service that we provide to candidates in accordance with the requirements defined by the legislation, awarding bodies, and JCQ.

Access Arrangements

The SENCO will work with Centre Managers to identify candidates with special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams. A candidate's access arrangements requirement is determined by the SENCO.

Room arrangements for candidates using access arrangements will be organised by the Centre Manager.

Invigilation and support for candidates using access arrangements, as defined in the JCQ access arrangements regulations, will be organised by the Centre Manager and Exams Officer.

For more detailed information please see the TMBSS Equalities Act Access Arrangements Policy.

Contingency planning

Contingency planning for exams administration is the responsibility of Head of Centre and Exam Officer. Contingency plans are available on the Service's website and are in line with the guidance provided by Ofqual, JCQ and awarding organisations.

Malpractice

The Head of Centre, in consultation with the Exams Officer, is responsible for ensuring that suspected malpractice is thoroughly investigated. For further details, please see the TMBSS Malpractice Policy.

Conflicts of Interest

The Exam Officer will manage the conflicts of interest by informing the awarding bodies before the published deadline of:

- Any member of centre staff who are taking qualifications at their centre which include internally assessed components / units
- Any members of centre staff who are teaching and preparing members of their family or close friends for qualifications which include internally assessed components / units
- Exams office staff who have members of their family or close friends being entered for exams and assessments at either the centre itself or at another centre
- Centre staff who are taking qualifications at the centre which do not include internally assessed components/units

The Head of Centre will ensure that records include details of measures taken to mitigate any potential risk to the integrity of the qualifications offered.

If a member of staff is entered for an examination through the Centre, processes will be put in place to prevent the member of staff having access to exam materials prior to the exam and other Centre staff will be informed of the process in place. The member of staff will be treated in the same way as any other candidate entered for the examinations and would not receive any preferential treatment.

Candidates

The exams officer will provide written information to candidates in advance of each exam series.

In an exam room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationary list, or the specification for that subject.

This is particularly true of mobile phones and other electronic devices with text or digital facilities.

Any precluded items must not be taken into the exam room.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Exams Officer.

Candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.

The Centre Manager and Centre Administrator are responsible for handling late or absent candidates on exam day and informing the Exams Officer.

Clash candidates

The Centre Manager working with the Exams Officer will be responsible for making arrangements for clash candidates, including:

- Supervising escorts
- Identifying a secure venue
- Arranging overnight stays where necessary

Special consideration

If a candidate is unable to attend an exam because of illness, bereavement, or other trauma, or if a candidate becomes ill or otherwise disadvantaged during an exam, they are responsible for alerting the Education Centre as soon as possible. The Centre Manager and Centre Administrator will make sure that the Exams Officer is informed.

The candidate must support any special consideration claim with appropriate evidence within 3 days of the exam.

The exams officer will make a special consideration application to the relevant awarding body within 5 days of the exam.

Internal assessment

It is the duty of Subject Co-ordinators to ensure that all internal assessment are ready for dispatch at the correct time. The Exams Officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.

Marks for internally assessed work are provided to the exam's office by Subject Co-ordinators. The exams officer will inform staff of the deadline date for appeals against internal assessments.

Any appeals will be dealt with in accordance with our internal appeals procedure document which is on the Service's website.

Results and certificates

Candidates will receive individual results slips on results days which will be posted out for delivery on results day (dependant on postal system) or collection from Sundorne Education Centre.

Candidates will be able to contact the Service on either a dedicated email address or a telephone number for any queries they have on their results. The email and telephone are managed by the Exam Officer. A member of the SLT and the Careers Manager will be available to answer queries following release of the exam results.

Dates of results days each year will be publicised for all candidates through information that is sent home to parents/carers and candidates and is also on the Service website.

Certificates are provided to Centres by the awarding bodies usually in the Autumn Term of the following academic year. Students are then asked to contact Centre to arrange collection of their certificates.

If we are unable to contact a student, certificates will be kept for 12 months and then destroyed.

Artificial intelligence (AI)

Artificial intelligence (AI) tools are now widespread and easy to access. Staff, students and parents/carers may be familiar with generative chatbots such as ChatGPT and Google Bard.

TMBSS recognises that AI has many uses to help students learn but may also lend itself to cheating and plagiarism.

Students **may not** use AI tools:

- During assessments, including internal and external assessments, and coursework
- To write their homework or class assignments, where AI-generated text is presented as their own work

Students **may** use AI tools:

- As a research tool to help them find out about new topics and ideas
- When specifically studying and discussing AI in schoolwork, for example in IT lessons or art homework about AI-generated images. All AI-generated content must be properly attributed

Where a student uses an AI tool, the student should retain a copy of the question(s) asked and the AI-generated responses. Students must submit this along with the assessment.

Staff should:

- Be aware that AI tools are still being developed and should use such tools with caution as they may provide inaccurate, inappropriate or biased content
- Make students aware of the risks of using AI tools and that they need to appropriately reference AI as a source of information to maintain the integrity of assessments

Staff **must not**:

- Use AI as the sole means of marking candidates' work

For more information on AI misuse, see [guidance from JCQ on AI use in assessments](#). Any misuse of AI tools may be treated as malpractice.

Enquiries about results (EARs)

EARs may be requested by centre staff or the candidate following the release of results.

A request for a re-mark or clerical check requires the written consent of the candidate.

A request for a re-moderation of internally assessed work may be submitted without the consent of a group of candidates.

If a student or their parents consider it to be in the best interests of the student to request that an examination is re-marked, any fees involved must be covered by the student or their parents. If the awarding body changes the overall grade of the result, the Service will not be charged by the awarding body, and the parent/student will have their fees refunded.

All decisions about whether to make an application for an EAR will be made by the SLT working with the Subject Co-ordinator.

If a candidate's request for an EAR is not supported, the candidate may appeal, and we will respond by following the process in our internal appeals procedure document.

All processing of EARs will be the responsibility of the Exams Officer following the JCQ guidance.

Access to scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of written exam papers.

Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Applications for EARs cannot be submitted once an original script has been returned. The Exams Officer is responsible for processing requests for ATS.

Monitoring and review

The Head of Centre is responsible for ensuring that this policy is reviewed every year.

TMBSS Examination Policies

The following TMBSS exam policies to be in conjunction with this policy:

- Exam Contingency Policy
- Equalities Act and Access Arrangements Policy
- Non-Examination Assessments Policy and Risk Assessment
- Malpractice Policy
- Review of Marking Policy
- Word Processing Policy