



Ark John Keats Academy

Examination Policy

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Contents

1. KEY STAFF	ERROR! BOOKMARK NOT DEFINED.
2. IMPORTANT LINKS	3
3. ROLES	4
The Principal	4
Senior Leadership Team	4
The Vice Principal (Mastery Curriculum and Assessment)	5
Data/Exams Officer	5
Heads of Department	7
Site Team	7
Subject Teachers	7
SENCO	7
Head Invigilator/Invigilators	7
Director of Finance	8
School Admin team	8
Candidates	8
4. EXAM SEASONS AND TIMETABLES	9
5. ENTRIES, ENTRY DETAILS AND LATE ENTRIES:	9
6. EXAM FEES:	9
7. THE DISABILITY DISCRIMINATION ACT (DDA), SPECIAL NEEDS, AND ACCESS ARRANGEMENTS:	10
8. PROCEDURES FOR RECEIPT, STORAGE, AND DESPATCH OF SCRIPTS	10
9. MANAGING INVIGILATORS AND EXAM DAYS:	11
10. IRREGULARITIES AND MALPRACTICE	12
11. CANDIDATES, CLASH CANDIDATES, AND SPECIAL CONSIDERATION:	13
12. CONTROLLED ASSESSMENTS, NON-EXAMINATION ASSESSMENTS, AND APPEALS AGAINST INTERNAL ASSESSMENTS:	14
13. RESULTS AND ENQUIRIES ABOUT RESULTS (EARS)	15
14. EARS	15
15. EXAM CERTIFICATES	17
16. EXAMINATIONS EMERGENCY EVACUATION PROCEDURE	19

1. KEY STAFF

Role	Names
Head of Centre	Katie Marshall
Exams Officer line manager	Irfan Amin
Exams Officer	Naleni Naidoo
SENCo	Debs Harter
Secondary SLT Members	Frances Freeman, Sean Mullarkey, Christina Wenzel, Natasha Socrates, Aaron Collingwoode-Williams, Deega Sufi, Will Luck, Jennifer Bates
BTEC Quality Nominee	Irfan Amin

2. IMPORTANT LINKS

Joint Council for Qualifications: <http://www.jcq.org.uk/>

Specific Policies

Instructions for Conducting Exams (ICE): <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

General Regulations: <http://www.jcq.org.uk/exams-office/general-regulations>

Information for Candidates: <http://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Exam Boards

Edexcel: <http://qualifications.pearson.com/en/home.html>

OCR: <http://www.ocr.org.uk/>

AQA: <http://www.aqa.org.uk/>

WJEC: <http://www.wjec.co.uk/>

3. ROLES

The Principal

- Has overall responsibility for the school as an exam centre
- Advises on appeals and re-marks
- Decides on the qualifications offered at the school, along with the senior leadership team
- 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
- 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 a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- 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)

Senior Leadership Team

- 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 \(and the instructions for conducting controlled assessment and coursework\)](#)

The Vice Principal (Mastery Curriculum and Assessment)

Is responsible for

- Overseeing the examination process
- External validation of courses followed at Key Stage 4 and Key Stage 5
- Accounting for income and expenditure relating to all exam costs/charges
- Providing support to ensure effective delivery of the Examinations Officer's role through regular line management
- Facilitating contact time with students and parents in order to distribute information and materials
- Advising the senior leadership team, subject, and class tutors and other relevant operational staff on annual exam timetables and application procedures as set by the various exam boards
- Overseeing the production and distribution to staff, governors, and candidates of an annual calendar for all exams in which candidates will be involved and communicating regularly with staff concerning imminent deadlines and events
- Ensuring that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
- Consulting with teaching staff to ensure that necessary coursework is completed on time
- Deciding on whether a candidate should not take an individual exam, in consultation with the parents/carers and HoDs
- Authorisation of late entries
- Appointing invigilators either from within the school or from external agencies for all exams, in liaison with HR
- Managing the senior exam invigilator in organising the training and monitoring of a team of exams invigilators responsible for the conduct of exams, and maintains a record of the training provided to invigilators for the required period
- Liaising with the SENCO regarding special arrangements for SEND students
- Training and communicating expectations of students to students and parents
- Dealing with students who breach exam protocol, communicating with exam board and parents about incident
- Providing counsel and support with other members of senior leadership team to students on exams results day
- Managing breaches of exam expectations, communicating with exam board and parents about incidents

Data/Exams Officer

Is responsible for

- Understanding the contents of annually updated JCQ qualifications, and notifying relevant staff of changes to regulations
 - [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)
- Managing the administration of all public and internal examinations
- Receiving, checking, and storing securely all exam papers and completed scripts
- Making applications for special consideration using the JCQ Access Arrangements and Special Considerations regulations and guidance relating to candidates who are eligible for adjustments in examinations and on the instruction and guidance of the SENCO
- Identifying and managing exam timetable clashes in consultation with the Vice Principal
- Submitting candidates' coursework marks, tracks despatch, and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedules
- Arranging with the Vice Principal (Mastery Curriculum and Assessment) for the dissemination and analysis of exam results and certificates to candidates and forwards, in consultation with the senior leadership team, any appeals/re-mark requests
- Ensuring that students, parents, and staff are all aware of expectations around exams, in accordance with JCQ regulations, through assemblies, meetings, and documents, including information on:
 - Exam clashes
 - Arrive late
 - Absence or illness
 - Equipment
 - Prohibited items (mobile phones, smart watches, food and drink, etc.)
 - Results and post-results services
 - Certificates
- Maintaining systems and processes to support the timely entry of candidates for their exams
- Checking that the layout of examination rooms meets JCQ requirements, liaising as necessary with site staff, including exam signs, clock, start and end times, pens etc.
- Booking exams rooms and ensuring all necessary stationary, materials, and papers are available for the invigilators
- Ensuring the security of exam papers; that they must not be read by subject teachers or removed from the exam room before the end of a session.
- Circulating entry deadlines to heads of department
- Ensuring that internal exam papers have been reproduced by the admin staff and quality assuring this process
- Ensuring all candidate cards are out
- Collecting, packaging, and posting of exam scripts
- Analysis of exam results and the production of reports for SLT, heads of department, and teachers
- Publishing to all staff all exams
- Keeping an overview calendar of all exams
- Maintaining an accurate list of student names and their contact details in case of absent candidates
- Managing breaches of JCQ regulations, including investigations, gathering evidence, and submission of relevant forms to awarding bodies.
- Downloading and entering exams data into CMIS in order to produce data analysis reports for SLT and HoDs, including a report that demonstrates which students have and have not earned a 6th Form place
- Producing exam result slips for students
- Administrating the Post-Results Services on behalf of students

Heads of Department

Are responsible for

- Checking internal exam papers
- Selecting students for exam entries
- Deciding the entry tiers for each student
- The guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries
- Accurately completing coursework mark sheets and declaration sheets
- Accurately completing entry and all other mark sheets and adhere to deadlines as set by the examinations officer
- Ensuring teaching staff have sufficient knowledge and experience to deliver learning, perform Controlled Assessments and NEAs to appropriate levels of competence, and assess candidates
- Liaising with the examinations officer in advance of controlled assessment and exams to agree examination room set up
- Notifying the SENCO of access arrangements for the department
- Providing internal exam papers and resources to the SEN team for administration

Site Team

Are responsible for

- The setting up of exams rooms in liaison with the exams officer in accordance with JCQ requirements

Subject Teachers

Are responsible for

- Notifying the HoD of access arrangements (as soon as possible after the start of the course)
- Submitting candidates' names to HoDs
- Agreeing with HoDs any tiered entry requirements
- Adhering to guidance on coursework and controlled assessments conditions, completion, and deadlines

SENCO

Is responsible for

- Administrating access arrangements
- Identifying and testing candidates' requirements eligibility for access arrangements
- Providing additional support – with spelling, reading, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates achieve their course aims
- Training readers and scribes
- Informing subject teachers of candidates with special educational needs of any special access arrangements that these candidates can be granted during the course and in any internal and external exams
- Managing the SEN team to collect SEN students from line-up
- Gaining approval for students with access arrangements

Head Invigilator/Invigilators

Is responsible for

- Collecting exam papers and other material from the exams officer before the start of the exam
- Collecting all exam papers in the correct order at the end of the exam and their return to the exams office

- Assistance with paperwork and despatch of exam papers as necessary
- Starting and finishing of exams
- Taking exam registers

Director of Finance

Is responsible for

- Holding the spare set of keys to the exam cupboard
- Allocating budget and arranging payment to exam boards

School Admin team

Are responsible for

- Contacting parents of absent students at the start of exams
- Supporting during exams results day

Candidates

Are responsible for

- Confirming and signing entries
- Understanding coursework and controlled assessment regulations and signing a declaration that authenticates the coursework/assessment as their own, where necessary
- Meeting all examination rules and regulations

4. EXAM SEASONS AND TIMETABLES

Examination Seasons

- Internal exams are scheduled in 3 assessment points, at the end of each long term (with the exception of year 11 and year 13).
- Controlled Assessments are conducted throughout the academic year
- External exams are scheduled by the awarding bodies, usually during May/June

Examination Timetables

- Draft timetables for external exams will be issued to students
- Once confirmed, final timetables will be issued to students; details will also be made available on the school calendar and website.

5. ENTRIES, ENTRY DETAILS AND LATE ENTRIES:

Early Entries

- Early entries will not be supported in academic year 2020-2021.

Entries

- Candidates are selected for their exam entries by the heads of department and the Senior Leadership Team
- Candidates, or parents/carers, cannot request a change of level or withdrawal
- The centre will not only accept entries from external candidates in academic year 2020-2021
- The Exams Officer will request entry information from the Heads of Departments after Year 11 mock exams have been completed, marked, and entered
- Heads of Department will provide information to the Exams Officer by the internal deadline. Any subsequent changes, including amendments, withdrawals, or changes to candidate personal details, must be sent to the Exams Officer immediately
- Heads of Department are responsible for checking final entry submission information provided by the Exams Officer and confirming the information is correct

Late Entries

- Entry deadlines are circulated to heads of subject via email by exams officer
- Late entries are authorised by the Assistant Principal.

6. EXAM FEES:

The centre will pay all normal exam fees on behalf of candidates.

Late entry or amendment fees are paid by departments when requested by the student.

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

Should a candidate be absent from an external examination, Ark John Keats Academy reserves the right to pass on any charges which may have been incurred for the examination, in part or whole.

7. 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.

SEN

- A candidate's special needs requirements are determined by the SENCO in liaison with external agencies
- The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam. The SENCO can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in any internal and external examinations.

Access Arrangements

- Making special arrangements for candidates to take exams is the responsibility of the SENCO
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the SENCO
- The SENCO will assess candidates (or work with an appointed access arrangement assessor) to identify access arrangement requirements and gather evidence
- The SENCO will work with teaching staff to gather evidence of a candidate's normal way of working
- Rooming for access arrangement candidates will be arranged by the exams officer with the SENCO
- The Head of Centre will ensure the SENCO is fully supported in effectively implementing access arrangements, once approved, including ensuring appropriate accommodation for candidates is available
- Invigilation and support for access arrangement candidates will be organised by the SENCO with the exams manager, with a record of their training kept on file

8. PROCEDURES FOR RECEIPT, STORAGE, AND DESPATCH OF SCRIPTS

Receiving papers

- The reception will be manned throughout the school day
- Reception staff will be informed that any letter or parcel marked for the attention of the exams officer is to be treated with the appropriate respect for maintaining the integrity of the examinations series

- Reception staff will immediately notify the exams officer of any such delivery, and the exams officer will immediately come to reception to collect the papers
- The papers will be taken to the exams office, where they will be checked by the exams officer. The exams board will be notified of any discrepancy
- The papers will be stored securely in the exams cupboard

Storage

- There are two keyholders to the exam safe: the exams officer and the director of finance
- The exams officer keeps the key on his person, while the director of finance keeps the spare key in a key safe. The code will be shared only to the exams officer and the assistant principal
- Exam papers will be stored according to JCQ guidelines in the secure exams safe
- Packets must remain unopened until the day and time of the exam
- Completed scripts will be stored in the safe in preparation for dispatch

Despatch of scripts

- The exams officer will organise collection of scripts with DfE 'yellow label service'
- The exams officer will package the scripts in the appropriate delivery bags with the appropriate delivery labels
- The reception staff will notify the exams officer when the Parcelforce delivery person has arrived, at which point the exams officer will remove the packaged scripts from the safe and hand them to the delivery person
- The exams officer will maintain a record of collections, which each Parcelforce delivery person will sign

9. MANAGING INVIGILATORS AND EXAM DAYS:

Managing Invigilators

- Trained invigilators will be used for internal exams and external exams
- Training will happen on-site on the school day before the first exam of the season, and a log will be kept of their training
- The recruitment of invigilators is the responsibility of the HR and exams office
- Securing the necessary DBS clearance and 'Right to Work' checks for new invigilators is the responsibility of the HR Manager. DBS fees for securing such clearance are paid by the school
- Invigilators are timetabled and briefed by the exams officer
- Invigilators' rates of pay are set by the school.

Exam Days

- The exams officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilators
- The exams office, via site management, is responsible for setting up the allocated rooms
- Exam and invigilation staff will start all exams in accordance with JCQ guidelines.
- Both the exams officer and the invigilators have radios. The exams officer must keep the radio close and turned on at all times while an examination is taking place. The

invigilators must keep their **off** at all times, unless an incident occurs that requires the presence of the exams officer in which case an invigilator will leave the venue to make the call

- A member of the Senior Leadership Team who is not connected to the subject(s) being examined may be present at the start of the exam to assist with identification of candidates and settle the candidates. They must leave the exam venue once the examination has started
- In practical exams and controlled assessments, subject teachers may be on hand in case of any technical difficulties
- Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Any unused exam papers will be distributed by the Exams Officer to heads of subject the day after the exam session
- Registers will be completed at the start of the exams and delivered to the exams officer with the scripts
- A member of the admin team will be present to identify students who are absent, and then make the necessary phone calls to parents
- Scripts will be collected by invigilators at the end of exam and given to the Exams Officer, who will then dispatch them to the exams boards
- Students taking exams should remove any watches and place on the desk

10. IRREGULARITIES AND MALPRACTICE

- Ark John Keats Academy is committed to maintaining the integrity of all assessments and examinations
- All cases of alleged, suspected, or actual incidents of malpractice or maladministration before, during, or after examinations/assessments (by centre staff, candidates, or invigilators) will be investigated and reported to the awarding body **immediately**
- In all cases the continuation of the examination is the priority. Examinations must not be halted and candidates must not be removed unless all other possible solutions to the issue have been exhausted
- In all incidents of candidate malpractice in a timetabled exam, the candidate will be allowed the opportunity to write a written statement to be attached with the malpractice forms. The candidate must be informed that this is the only medium through which their defence will be offered to the awarding body. The candidate reserves the right to refuse

Managing Candidate Behaviour

- The centre's standards for behaviour continue to apply at all times
- At the start and end of each exam session a Senior Leader unconnected with the subject being assessed will be present to remind candidates of the expectations around behaviour and enforce them
- Candidates suspected of disrupting others will be monitored by invigilators, should the disruption continue a warning shall be given and a note made in the exam log. It may be necessary for the exams officer and/or a Senior Leader unconnected with the exam subject to be present to enforce expectations. The candidate must only be removed from the exam venue if the disruption makes it impossible to proceed with the examination, and will require the authorisation of the Head of Centre. If this occurs, the exams officer will notify the awarding body immediately

Unauthorised Items

- Candidates are informed through assemblies, tutor periods, and coaching sessions of the list of items prohibited provided by JCQ
- Immediately prior to the start of the exam, invigilators will allow candidates one final chance to hand in any unauthorised items without fear of punishment
- Invigilators are trained to identify unauthorised material and may refer to the ICE
- Watches must be removed and placed on the desks
- If a candidate is suspected of possessing a banned item (notes, mobile phone, smart watch, etc.) after the start of the exam, the invigilator must note this in the exams log.
- It may be necessary to remove the candidate temporarily to have the candidate turn out their pockets. In this case, the exams officer may require a Senior Leader of the appropriate gender to perform the task in private
- If a banned item has been found, it must be confiscated. The exams officer will hold the item in the secure exams room. The awarding body will be then be notified and provided with the appropriate evidence if required
- The candidate must be allowed to return to the exam venue and finish the exam with the **full** time allocated
- The unauthorised item may be retained by the centre at the discretion of the Head of Centre

11. CANDIDATES, CLASH CANDIDATES, AND SPECIAL CONSIDERATION:

Candidates

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic assistance apply at all times and in all internal and external examinations and controlled assessments
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines
- Candidates will be identified by their ID cards, if they do not have one for whatever reason a member of the Senior Leadership Team must verify the candidate's identity and an entry made in the exam log
- Candidates may request to leave the exam room for a genuine purpose at the discretion of an invigilator, requiring an immediate return to the exam room; the student must be accompanied by a member of staff at all times during this absence. These absences should be as minimal as possible and a log must be maintained
- Admin staff will be present at the start of an exam, and will immediately make phone calls to any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

Clash Candidates

- The Exams Officer and Vice Principal will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays in line with JCQ guidelines.

Special Consideration

- Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the school to that effect
- The candidate must support any claim for special consideration with appropriate evidence within three days of the exam, for example a letter from the candidate's doctor
- The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

Word Processor Policy

- The school will maintain a number of laptops that have been specially prepared for exam use
- In accordance with JCQ regulations, these laptops will not have access to the internet and their hard drives be devoid of any material and software save that which is necessary for the conduct of the exam.

12. CONTROLLED ASSESSMENTS, NON-EXAMINATION ASSESSMENTS, AND APPEALS AGAINST INTERNAL ASSESSMENTS:

Controlled Assessments and Non-Examination Assessments

- Candidates who have to prepare coursework should do so by deadlines issued by the subject teacher
- Heads of subject will ensure all coursework/controlled assessments are ready for despatch at the correct time
- Senior leaders will 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)
- The Exams Officer will keep a record of coursework/assessments which have been sent, when and to whom
- Marks for all internally assessed work, assessments and estimated grades are provided to the Exams Officer by the subject teachers and the heads of department within agreed timescales
- Candidates are made aware of JCQ and awarding body information for candidates on producing work that is internally assessed
- Separate, specific policies for Controlled Assessment and Non-Examination Assessments are available on the school website and Fronter.

Appeals Against Internal Assessments/Controlled Assessments

- The centre is obliged to publish a separate procedure on this subject, which is available on the school website. The main points are:
 - appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded
 - candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification
 - appeals should be made in writing by 30 June to the Principal who will decide whether the process used conformed to the necessary requirements

- the Principal's findings will be notified in writing, copied to the Exams Officer and recorded for awarding body inspection.

13. RESULTS AND ENQUIRIES ABOUT RESULTS (EARS)

Results

- Candidates will receive individual results slips on results days either in person at the centre or by post to their home addresses, by prior arrangement (candidates to provide)
- Results will not be issued over the telephone, or to a third party
- Results will be issued to staff and pupils on the advised results days, and not before
- Arrangements for the school to be open on results days are made by the Principal
- The provision of staff on results days is the responsibility of the senior leadership team.

Pre-results day

- The exams and data officer prepares the results slips and securely locks away in the exams cupboard

Results day

- The results slips are removed from the secure location and set out ready for collection by the exams and data officer and /or SLT. A member of staff remains with the results at all times to ensure security
- Students collect slips
- If a candidate knows they will be unable to attend and collect their results they must inform the Exams Officer in writing prior to the end of term. The results may be delivered to candidates by email or post
- If a student nominates a parent to collect this information will have been received in advance and will occur in the afternoon. The parent will need to present their son/daughters passport and/or birth certificate.
- Students leave the site and the site is re-secured.

14. EARS

Candidates are informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results through assemblies, documents, and advice given on results day itself.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offer three services.

- Service 1 – clerical re-check
- Service 2 – review of marking

- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

Appeals against External Assessment Marks - Enquiries About Results (EARs) - Staff

Any HoD/Senior Leader who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- Contact the Exams Officer as soon as possible (with a deadline of 10th of September) in person to discuss the mark/grade. The Exams Officer will then advise on the options available to query the mark/grade and implications involved.
- Students should be aware that EARs can result in the marks/grades being raised, confirmed, or lowered. Students must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Exams Officer

The cost for remarks will be covered by the exams budget if:

- The Head of Centre considers the marks close enough to a boundary or
- The result received by a candidate is significantly different to the prediction and
- Edexcel papers have been viewed on Edexcel Online.

If a candidates' request for remark does not fall into the above categories, they can proceed with a remark if they agree to pay the fee.

The following information is required for all candidates:

Candidate Surname	Candidate forename	Candidate number	Subject	Subject code	Exam board	Specific module/code to be remarked

When candidates are confirmed, it is the HOD's responsibility to ensure parents/students are informed and that the student has signed the consent form (available from the exams officer).

Appeals against External Assessment Marks - Enquiries About Results (EARs) - Candidates

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- Contact the Exams Officer and the subject teacher as soon as possible (with a deadline of 10th of September) in person to discuss the mark/grade. The Exams Officer will then advise on the options available to query the mark/grade and implications involved
- Students should be aware that EARs can result in the marks/grades being raised, confirmed, or lowered. Students must sign a consent form to confirm that they

understand the consequence of an EAR. Consent forms will be issued by the Exams Officer.

- If a result is queried the Exams Officer, the Head of Department, and the Principal will investigate the feasibility of asking for a re-mark at the school's expense.
- If the Head of Department agrees to support the EAR, the Exams Officer will obtain the student's consent and will make the EAR request on the student's behalf.

If the HOD **does not agree** to support the EAR:

- A student may appeal against the decision not to support an EAR
- Appeals should be made in writing and received by the Principal at least 5 working days before the published deadline for EARs (10th September).
- The appeal should state, in detail, the reason(s) for the appeal.
- The appeal should be signed, dated and should include the contact telephone number and email address (if possible) of the student.
- The appeal information will be reviewed by the exams officer and a member of the senior leadership team.
- The outcome of the appeal will be communicated by telephone, email or 1st class post as appropriate within 48 hours of receipt.
- The decision is final.

If the school does not support the EAR, the student may still request that the school submits the request on their behalf but all costs involved will be paid by the student at the time the EAR is made, including an administration fee.

- No EAR will be made until fees are paid.
- Outcomes following EARs will be forwarded by the exams officer

Non Exam Assessments (NEAs)

This must happen before NEA marks are submitted to the exam boards in March. Ark John Keats Academy will inform each candidate their marks for any centre assessed piece, and will provide copies of materials to candidates upon requests.

Requests for reviews must be made to the exams officer, who will then forward that request to the appropriate head of department. The review will be carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate, and has no personal interest in the outcome of the review. Therefore, the department will select a subject teacher who has not been involved with that candidate's assessment, or where not appropriate, will consult an expert from the network.

The purpose of the review to ensure consistency between the candidate's mark and the standard set by the centre.

Candidates will be informed in writing of the outcome of the review.

15. EXAM CERTIFICATES

Exam certificates and results are the property of the individual student, and are to be either posted to individual students, collected in person, presented in person at awards evening, or collected by a third party requiring a signed letter of authority which will be retained for future reference.

Enquiries for replacement certificates will be directed to the Awarding Body's websites, candidate must agree to pay the costs incurred.

The centre retains certificates for two years. The JCQ requirement is that exam certificates be retained for 12 months.

16. EXAMINATIONS EMERGENCY EVACUATION PROCEDURE

The aim is to ensure:

- Safe evacuation of an examination room during emergency situations whilst maintaining the integrity of the exam.
- That measures are in place to enable all exam candidates to safely evacuate examination rooms in times of emergency.

Procedure Detail

When the alarm system is activated, the school buildings/exam building will be evacuated with immediate effect and all individuals will assemble at the assembly points.

- In the event of an emergency during an examination, should it require the evacuation of the examination room, candidates should remain silent and seated until instructions are issued by the head invigilator
- Invigilators will be assigned to take charge over a group of candidates (usually in rows), and will lead them out through the normal emergency exits one row at a time
- All question papers and scripts must be left in the examination room
- Candidates must be supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination or contact with other students
- The head invigilator will make a note of the time of the interruption and how long it lasted
- The head invigilator will lock the doors behind the students using the keys held in the exams box, and will be the last person to leave the room
- Candidates will be allowed the full working time set for the examination
- The Examinations Officer will make a full report of the incident and of the action taken, and retain on file until the relevant date for Enquiries about Results
- For online tests, software specific instructions should be referred to safeguard the security of assessment content and responses (by locking an assessment room which has been evacuated without closing down software)
- For exams conducted under special arrangements: the invigilator for the room will follow the procedure above and then lead the student(s) to exit the building following the normal evacuation route. Students should stay with invigilation staff
- When the building has been declared safe to enter, the head invigilator will be the first to re-enter the exam hall

Emergency Evacuation Assembly Point

Students will line up away from those not taking exams on the astroturf **in silence**.

Under no circumstances should staff/students/visitors re-enter the buildings after the evacuation until directed to do so by the Principal/Vice Principal.

The rest of the procedure should be in accordance with the whole school Emergency Evacuation Procedure.