



Finham Park 2 Examination Policy

Also covers:
Examination contingency plan
Internal Complaints and Appeals Policy

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Section 1: **Purpose of the exam policy**

Finham Park 2 is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This exam policy will ensure that:

- all aspects of the centre's exam process are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus always maintaining the integrity and security of the exam/assessment system
- exam candidates understand the exams process and what is expected of them

This policy is reviewed annually to ensure ways of working at Finham Park 2 are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant Centre staff.

This will be sent to those involved in the exam process electronically.

The policy will be uploaded onto the Finham Park 2 website for access to candidates.

Roles and responsibilities overview

The Head of Centre is the individual who is accountable to the awarding bodies for ensuring the Centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. This individual must have the authority to deploy the necessary resources to ensure that the Centre is always compliant in meeting those published JCQ regulations and awarding body requirements.

Heads of Centre must ensure that senior leadership teams and exams of office personnel familiarise themselves with the entire contents of the JCQ *General Regulations for Approved Centre's* booklet. In particular, head of centers must familiarise themselves with sections 5.1, 5.3 and 5.4.

Heads of Centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments



The examinations officer is the person appointed by the head of the Centre to act on behalf of, and be the main point of contact for, the Centre in matters relating to the general administration of awarding body examinations and assessments.

The headteacher on site (the head of centre) may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles.

The head of centre and/or examinations officer may operate across more than one centre. In such cases the head of centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The head of centre must ensure that these arrangements are covered by their examination contingency plan.

Section 2: **Exam responsibilities**

The Head of Centre:

He has overall responsibility for the school/college as an exams Centre and advises on appeals and remarks.

Is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document "*Suspected malpractice in examinations and assessments*" (more information can be found here: www.jcq.org.uk/exams-office/malpractice)

It has the responsibility of ensuring that all Centre staff comply with the instructions documented in this booklet.

They will understand the contents of and refer to the following publications

- General Regulations for Approved Centres (GR)
- Instructions for conducting examinations (ICE)
- Access Arrangements and Reasonable Adjustments (AA)
- Suspected Malpractice - Policies and Procedures (SM)
- Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework)
- A guide to the special consideration process (SC)

Ensures the Centre has appropriate accommodation to support the size of the cohort being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments

Where/if using a third party to deliver any part of a qualification (including its assessments) at the Centre:

Maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements



Has in place a written agreement with the third party to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service ensures that a copy of the written agreement is available for inspection if requested by the awarding body

Ensure that relevant members of staff respond promptly to actions raised by JCQ

Centre Inspection Service, understanding that failure to do so could result in maladministration investigations or other investigations.

Ensures that the Centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery such as a cyber-attack

Ensures other relevant Centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials

Ensures members of Centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications

Ensure members of Centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel

Ensures all members of staff are aware of JCQ policies and procedures, in particular the rules and regulations in line with the course being delivered to candidates.

Examinations Officer:

- Manages the administration of internal exams and external exams.
- Advises the senior leadership team, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by the various awarding bodies.
- Oversees the production and distribution, to all centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them.
- Checks with teaching staff that the necessary coursework and controlled assessments are completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Maintains systems and processes to support the timely entry of candidates for their exams.
- Receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- Administers access arrangements and makes applications for special consideration following the regulations in the JCQ publication "A guide to the special consideration process" (more information can be found here: <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance>, and selecting the relevant documents)



- Identifies and manages exam timetable clashes.
- Ensures that students are issued with individual and rooming exam timetables well in advance of the exam season.
- Accounts for income and expenditures relating to all exam costs/charges.
- Line manages the senior exams invigilator in organising the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Tracks, dispatches, and stores returned coursework / controlled assessments.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any post results service requests.
- Following the confirmation of entries from subject leaders sends details of these entries to teachers for review and confirmation of tiers of entry where appropriate.

Assistant Head; Teaching & Learning/Outcomes with responsibilities for exams:

- Guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- Decisions on post-results procedures.
- Involvement in post-results procedures.
- Setting and administration of internal examinations, with assistance from the Examinations Manager.
- Advising the leadership team and the Examinations Manager of withdrawals from and amendments to students' examination entries.

Teachers/Subject Leaders:

- Accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- Supplying information on entries, coursework and controlled assessments as required by the head of department and/or exams officer.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- Provide information and evidence to support student's access arrangements in consultation with the SENCo.

The special educational needs coordinator (SENCo) is responsible for:

- Overseeing the identification and testing of candidates' requirements for access arrangements/reasonable adjustments and notifying the exams officer in good time so that they can put in place exam day arrangements.
- In conjunction with the examination's manager, process any necessary applications to gain approval (if required).



- Working with the exams officer to provide the access arrangements required by candidates in exams rooms.
- Provision of additional support – with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates achieve their course aims.
- Training and briefing TAs and other relevant staff who are acting as scribes, readers or invigilators.
- Arranging for the correct number of scribes and readers required for candidates, as well as any additional equipment (such as laptops), to be available for the candidates during the exam.

Lead invigilator/invigilators are responsible for:

- Assisting the exams officer in the efficient running of exams according to JCQ regulations.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.
- Accurately fill in the required paperwork for each exam, including completing the attendance register, as well as detailing any late arrivals or additional time not required by the candidates.
- Ensuring they attend/undertake any training, update, briefing and review sessions as required.

Candidates are responsible for:

- Confirmation of their examination entries.
- Understanding coursework and controlled assessment regulations and signing a declaration that authenticates the coursework as their own.
- Ensuring they conduct themselves in all exams according to the JCQ regulations.
- Reading and understanding the JCQ guidance on examination regulations.
- Reading and understanding their examination timetable and alerting their teacher/s and/or the Examinations Manager of any errors, clashes, problems, etc. well in advance of the date of exam.
- Attending their examinations at the correct time and venue, with the correct stationery equipment.

Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site Services are responsible for:

- Liaising with the Examinations Manager to prepare venues for formal internal and external examinations.
- Ensuring that the venues chosen for formal examinations are prepared appropriately in accordance with JCQ requirements.
- Ensuring the facilities within the exam venue meet the requirements for the exam to take place, including number of chairs and tables, as well as the temperature and lighting.



The qualifications offered at this Centre are decided by the Headteacher, Deputy Headteacher, in consultation with Subject Leaders and other members of the Leadership Team.

The subjects offered qualifications in any academic year and the Awarding Bodies for these awards may be found in the Centre's published prospectus for that year and on the school's website. If there has been a change of specification from the previous year, the Examinations Office must be informed by 30th September of that academic year. The qualifications currently offered include: GCE (A-Levels), EPQ's, GCSE, Entry Level and ASDAN Awards, BTECs, OCR Nationals, V Certs and RSL Music VQ Qualifications.

It is the responsibility of the Subject Leaders and Leadership Team to inform the Examinations Manager in writing and/or email of changes to a qualification or specification offered by the school.

Decisions on whether a candidate should be entered for a particular subject will be taken Assistant Head; Teacher & Learning/Outcomes in consultation with the Subject Leader.

Section 4: **Examination Series & Timetables**

The Headteacher decides which examination series are used in the Centre, in consultation with Leadership Team, Subject Leaders, Head of Sixth Form and the Examinations Manager.

For the academic year 2024/2025, external examinations and assessments are currently scheduled in November, January, May, and June.

On-demand assessments (e.g. BTEC IT on-screen tests) are scheduled in agreement with the Examinations Manager.

Currently, formal internal examinations and assessments are scheduled in November/December (Year 11/13), January (Year 12), February/March (Year 11), May (Year 9) and June/July (10 and 12). Internal examinations are normally conducted under external examination conditions. However, it is at the discretion of the Head of Centre, SLT in Charge of Exams, Exams Officer and Head of 6th Form (Mark Werner) to make changes and communicate to staff accordingly.

Once entries are confirmed by subject leaders, the Examinations Manager will distribute the timetables for internal examinations and external examinations. Students will be issued with individual and rooming timetables well in advance of the exam season in which they are being entered for exams. For example, students will receive their summer exam timetable in March to give them time to check, identify errors/amendments, etc. Composite timetables with exam venues will be issued following the amendments deadline of the 21st of April 2023. Versions of the composite timetable will be distributed to teaching and associate staff and posted on the school website.

Section 5: **Entries, Late Entries and Re-takes**



Candidates' entries are confirmed by the Subject Leaders, SENCO and subject teachers. These entries are then communicated to the Examinations Manager by the internal deadlines agreed. The Examinations Manager will submit the entries (and any subsequent amendments) to the Examination Boards by the deadlines set by the boards. Candidates also have a responsibility to check their entries and timetables and alert teachers and/or the Examinations Manager if they find any errors.

Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the candidates, parents/carers, SENCO, subject teachers, Head of Key Stage and Heads of Department. If students' entries are withdrawn or amended, the subject teacher/subject leader/LT staff are responsible for informing the student, parent/carer, and the Examinations Officer.

Candidates or parents/carers and teachers can request a subject entry, change of level or withdrawal. This must be communicated with and agreed by the SLT in Charge of Exams who will in turn inform the Exams Officer who will amend accordingly.

The Centre may accept external entries, but this is only if the entry is a last resort for the candidate.

The Centre can occasionally act as an examination Centre for other organisations (e.g. BMAT, MAT, TSAA, TMUA and other University admissions aptitude tests). This is classed as a transferred candidate and must be approved by the head of Centre before the application process on the CAP is started.

Internal entry deadlines are circulated to Subject Leaders via email, noticeboard, and briefing meetings.

Late entries are authorised by the Leadership Team and/or Subject Leaders and processed by the Examinations Officer.

GCSE re-sits are allowed; however, these decisions will be made in consultation with candidates, subject teachers, Examinations Officer, Headteacher and Subject Leader.

Re-take entries are requested by students using the re-take request form available from the exams office. Retake fees are normally met by the student and must be paid in advance.

Section 6: **Examination Fees**

Examination of entry fees are paid by the Centre for subjects which students are studying within their normal timetabled curriculum. Candidates or departments will not be charged for entries; tier amendments or withdrawals made by the proper procedures provided by these are made within the time allowed by the awarding bodies.

Exam Board fees incurred by late entries or late amendments are paid by subject departments or by students/parents if they are responsible for missing the entry/amendment deadline.



Fees/reimbursements are sought from candidates who decide to sit an examination after the late entry/withdrawal deadline and from candidates who fail to sit an examination without medical evidence or evidence of other mitigating circumstances.

Fees for re-take entries are normally paid in advance by candidates, unless the subject teacher/leader indicates the department is meeting this cost.

Section 7: **Disability Discrimination Act**

All examination Centre staff must ensure that practices meet the requirements of the Disability Discrimination Act 1995 (DDA), extended in 2005, and the Disability Equality Duty (DED), introduced in 2006.

A person has a disability for the purposes of the DDA if she/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.

The Centre will meet the disability provisions under the DDA or the Equality Act 2010, by ensuring that the examinations Centre is accessible and improving candidate experience.

Section 8: **Access Arrangements and Reasonable Adjustments**

The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination. The SENCo can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the examination.

A candidate's access arrangements requirement is determined by the SENCo, following the current academic year's JCQ publication: *Adjustments for Candidates with Disabilities and Learning Difficulties, Access Arrangements, Reasonable Adjustments and special consideration*.

Submitting completed access arrangement applications to the awarding bodies is the joint responsibility of both the Examinations Manager and SENCo.

Rooming for access arrangement of candidates will be arranged by the SENCo with the Examinations Officer.

Invigilation and support for access arrangement of candidates will be organised by the SENCo with the Examinations Officer.

The allocation of word processor/laptops will be decided by the SENCo according to:

1. The student's Access Arrangements and learning needs.
2. The student's "normal way of working".



Section 9: **Contingency Planning**

Contingency planning for potential disruption of exams is the responsibility of the Headteacher and Leadership Team in consultation with the Examinations Officer.

In the event of the absence/illness of the Examinations Manager, the Operations Manager will cover examination responsibilities in the short term, following the Examinations Policy and the annual Examinations Schedule. The arrangements for the actual examination day can be found within Section 13 of this document.

Contingency plans in the event of a fire/evacuation of the buildings may be found in the Fire Safety Policy - Appendix A (p13).

The Centre follows the JCQ guidance for emergencies "*Instructions for Conducting Examinations: Emergencies*" (found here: https://www.jcq.org.uk/wp-content/uploads/2024/08/JCQ-Instructions-for-conducting-examinations-2024_FINAL.pdf)

More information can be found within the Contingency Planning Policy – Appendix B (pages 14-15). As well as the stand-alone Contingency Plan.

Section 10: **Estimated Grades**

Subject Leaders are responsible for submitting estimated grades to the Examinations Officer when requested.

Section 11: **Invigilation of Examinations**

- External staff and agency employees are used to invigilate examinations.
- External invigilators may be used for both formal internal and external examinations.
- Recruitment of invigilators is the responsibility of the Operations Manager, Examinations Manager and/or the HR Manager.
- Securing the necessary Disclosure and Barring Service (DBS) clearance and following up references for new invigilators is the responsibility of the HR Department. CRB fees for securing such clearance are paid by the centre.
- Safeguarding training is the responsibility of the Designated Safeguarding Lead.
- Invigilators are timetabled and briefed by the Examinations Office.
- Invigilators rates of pay are set by the Finham Park Multi-Academy Trust.

Section 12: **Secure Storage of Examination Materials**

It is the responsibility of the Examinations Manager to ensure that current examination materials (e.g. "live" examination papers, speaking test instructions, controlled assessment tasks, stationery, etc.) are stored securely in the Centre and meet the criteria listed in the JCQ document, "*Instructions for Conducting Examinations*" (more information can be found here



https://www.jcq.org.uk/wp-content/uploads/2024/08/JCQ-Instructions-for-conducting-examinations-2024_FINAL.pdf

- A log must be kept at reception recording each awarding body's deliveries and number of boxes/packages received.
- Confidential materials must be stored in a secure room solely assigned to examinations, restricted to 2 to 6 Key Holders only.
- Only persons authorised by the head of centre and the exams manager must be allowed access to the centre's secure storage facility.
- The keys to the secure storage facilities are kept by the Examinations Manager and must be accessible to the Head Teacher.

Section 13:

Examination Day Arrangements

- The Examinations Manager will book all examination venues and liaise with the Site Services Manager and other users and ensure that the question papers, other examination stationery and materials are available for the invigilator(s).
- It is the site management staff's responsibility to set up the allocated rooms as requested and be advised of the requirements in advance of the exam date.
- It is the Examination Manager's responsibility to ensure that all examinations are conducted in accordance with the current JCQ guidance in "Instructions for Conducting Examinations" (more information can be found at https://www.jcq.org.uk/wp-content/uploads/2024/08/JCQ-Instructions-for-conducting-examinations-2024_FINAL.pdf)
- Subject staff may be present at the start of the examination to assist with identification of candidates but must not advise on which questions or sections are to be attempted. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.
- In practical examinations, subject teachers may be on hand in case of any technical difficulties.
- Examination papers must not be read by subject teachers or removed from the examination room before the end of a session.
- Papers will be distributed to Subject Leaders at the end of the examination session.
- A relevant subject teacher may attend to resolve any subject-specific queries which the invigilators and/or Examinations Manager are unable to answer. They do not require prior authorisation for the head of centre.
- A teacher may start the examination if authorised to do so by the Examination Manager.

Section 14:

Candidates

Candidates must adhere to the regulations and guidance listed in JCQ document, "*Information for Candidates for Written Examinations*", (more information can be found here <https://www.jcq.org.uk/exams-office/information-for-candidates-documents/information-for-candidates---written-exams>) and "*Information for Candidates: Coursework*", (more information can be found here <https://www.jcq.org.uk/exams-office/information-for-candidates-documents>). All students in years 10 and 11 are to be given a copy of these documents at the



start of each whole-school exam session academic year or for any external exam sessions, whichever occurs first in the year. The documents are also made available on the school website. The Centre's published rules on acceptable dress, behavior, and candidates' use of mobile phones and other electronic devices always apply.

- Candidates' personal belongings remain their own responsibility, and the centre accepts no liability for their loss or damage.
- Candidates' disruptive behaviour is dealt with in accordance with JCQ guidelines and with the schools Behaviour policy.
- Candidates are expected to stay for the full examination time, however for exams longer than one hour they may be able to leave one hour after the awarding body's published start time for that examination. This is at the discretion of the invigilator.
- The Examinations Manager is responsible for managing late or absent candidates on examination days or subsequently.
- The Examinations Manager is responsible for planning for candidates who have an examination clash, the supervision of candidates, identifying a secure venue and arranging overnight supervision if necessary.
- Managing any private candidates is the responsibility of the Examinations Manager.

Section 15: **Special Consideration**

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

The candidate must support any special consideration claim with appropriate evidence within three days of the examination, for example by providing a letter from the candidate's doctor. The Examinations Manager will then forward a completed special consideration form to the relevant awarding body within seven days of the examination, following JCQ guidance "*Access Arrangements, Reasonable Adjustments and Special Consideration*", (more information can be found here <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>).

Section 16: **Malpractice**

The Head of Centre is responsible for investigating suspected malpractice in either external or internal assessments. Where a subject teacher suspects malpractice in an internal controlled assessment, this should be referred to the Subject Leader in the first instance and then to the Examinations Manager. After investigation, if appropriate, an internal school sanction may be applied. If an occurrence of malpractice is reported in an external exam or a controlled assessment by the exam board, this is a serious infringement of the JCQ regulations and may lead to a formal investigation by the head teacher and the imposition of sanctions by the exam board.



Further details of this process may be found in the JCQ document, Suspected Malpractice in Examinations and Assessments: Policies and Procedures.

In conjunction with the Examinations Officer the Head of Centre must:

- Take an ethical approach and work proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place
- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication *Suspected Malpractice – Policies and Procedures*
- Ensures irregularities are investigated and informs the awarding bodies ~~of any cases~~ immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately by completing the appropriate documentation
- As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require.
- Candidates must be informed of malpractice policies before the examinations. Invigilators will clearly announce the JCQ rules and teachers will also implement rules within lesson plans for NEA components. Signs will be posted stating the malpractice policy for students to read upon exam entry. Information will also be shared with students before the summer examination series.

***For our AI policy please refer to the separate document. ***

Section 17: **Results (for External Exams)**

Candidates will receive individual result slips on results days, either in person at the Centre or by post to their home addresses, candidates to provide self-addressed envelope. If students are not able to pick up their results in person, the Centre will only release the results to a named individual, authorised in advance in writing by the student. Anyone picking up results on behalf of a student will normally be expected to produce photographic identification before results are released to them. Results will not be communicated over the phone. Information about the arrangements for Results Day and about the collection of results is circulated to students and teaching staff by the Examinations Manager in the Summer Term.

Arrangements for the Centre to be open on results days are made by the Leadership Team in consultation with the Examinations Manager and the Site Services Manager.

The deployment of staff on results days is the responsibility of the Leadership Team.



Section 18: **Post-Results Enquiries**

The exam boards offer a few post results services which have to be approved and processed through the school. It is the responsibility of the Examinations Manager to process post results queries.

An Enquiry about Results (EAR) is a re-check or re-mark which can be requested by Centre staff or by candidates if there are reasonable grounds for believing there has been an error in marking. The candidates' consent is required before any EAR is requested, which will be obtained using a designated form, indicating which subject, exam board and paper is to be remarked, along with a declaration that the candidate is aware of the possibility of an overall grade decrease. If a result is queried, either the candidate or the subject leader will be charged for the cost of the enquiry, depending on who initiates the request. If the enquiry leads to an overall subject grade change, the re-take fee will be refunded (if it has already been paid).

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the procedure detailed in APPENDIX C.

Access to Scripts service is available if needed. After the release of results, candidates may request the return of papers. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. Original scripts only are available for GCSE exams. Either the candidate or the subject leader will be charged for the cost of returned papers, depending on who initiates the request.

Re-marks cannot be requested once an original script has been returned to the Centre.

Further information regarding the appeals process can be found within the 'JCQ Appeals Booklet – effective from June 2022,' (<https://www.jcq.org.uk/exams-office/appeals>).

There is no exam board service available for the re-marking of Controlled Assessments or Coursework and re-moderation of coursework can only be requested in exceptional circumstances.

If teaching staff initiate a request to review the moderation of internally assessed components, this can only be done with the consent of all the students in the cohort whose marks will be affected by this review.

Further information regarding the appeals procedure for controlled assessments or coursework can be found within Finham Park 2's separate **Non-Examination Assessment and Internal Verification Policy**.

Section 19: **Certificates**

Certificates may be presented in person in awards ceremonies, collected and signed for by the student or posted by recorded delivery. Certificates will not be sent out with the normal mail. If certificates are posted by recorded/special delivery, students will be expected to pay in advance for the cost of this service. It is the responsibility of Leadership Team to notify students of the dates of Awards ceremonies and of alternative ways of obtaining their certificates.

Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so by the candidate in advance in writing.



The Centre retains certificates for two years. If not collected by this time, certificates may either be returned to the examination board or destroyed securely.

Section 20: **Complaints and Appeals**

Please see APPENDIX D for further information regarding Complaints and Appeals.

APPENDIX A:

Emergency evacuation procedure for examinations

The invigilator must take the following action in an emergency such as a fire alarm or a bomb alert.

- Stop the candidates from writing.
- Collect the attendance register (in order to ensure all candidates are present).
- Evacuate the examination room in line with the instructions given by the appropriate authority, to the relevant Fire Assembly Points as indicated with the Fire Evacuation Plan.
- Remind candidates they are still under examination conditions.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should leave the room in silence.
- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about 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.
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- Make a full report of the incident and of the action taken and send to the relevant awarding body.

Appendix B:



Contingency Planning

In consultation with the Headteacher and Leadership Team, The Examinations Manager will:

- Review the contingency plan well in advance of each exam series.
- Ensure that copies of question papers are received and stored under secure conditions.

In the event of disruption, the Examinations Manager will:

- Contact the relevant awarding organisation and follow its instructions.
- Take advice, or follow instructions, from relevant local or national agencies in deciding whether the school or college can open.
- Identify whether the exam can be sat at an alternative venue, in agreement with the relevant awarding organisation.
- Where accommodation is limited, prioritise students whose progression will be severely delayed if they do not take their exams when planned.
- Communicate with parents, carers and students regarding any changes to the exam timetable.
- Advise students, where appropriate, to sit exams in the next available series.

After the exam, the Examinations Manager will:

- Consider whether students may be eligible for special consideration.
- Ensure that scripts are stored under secure conditions.
- Return scripts to awarding organisations in line with their instructions and never make alternative arrangements for the transportation of completed exam scripts, unless told to do so by the awarding organisation.



Reference Grid for Contingency Planning

Emergency	Possible Contingency
Serious injury to a pupil or member of staff (e.g. transport accident)	Apply for Special Consideration Contingency for absence of exams officer
Significant damage to school property (e.g. fire)	Fire Drill Procedures Alternative Venue (Finham Park)
Criminal activity (e.g. bomb threat)	Silent Fire Drill Protocol (exam procedure as for Fire Drill)
Severe weather (e.g. flooding)	Alternative Venue (Finham Park) Special Consideration Consult Awarding Body
Public health incidents (e.g. flu pandemic)	Consult Awarding Body Special Consideration
The effects of a disaster in the local community	Consult Awarding Body Special Consideration

Source:

<https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/what-schools-and-colleges-should-do-if-exams-or-other-assessments-are-seriously-disrupted>

APPENDIX C:

Policy on Enquires about Results

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 Examinations Officer and the subject teacher as soon as possible **[but at least 5 working days before the published deadline for EARs]** in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and the costs involved.

Students should be aware that EARs can result in 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 Examinations Officer.

The subject teacher will review the student's marks/grades and discuss with the Head of Department to agree on the appropriate action considering the breakdown of marks, the grade boundaries and the student's predicted grades.

If the Department agrees to support the EAR:



- The request, together with the students consent form, should be made to the Examinations Officer **before the published deadline for EARs**.

If the Department 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 to the Examinations Officer, at least **5 working days before the published deadline for EARs**. The appeal should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the student, parent or carer. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Management Team; the outcome of the appeal will be communicated by telephone and 1st class letter post within 24 hours of receipt. This decision is final.

If the Centre does not support the EAR, the student may still proceed with the EAR but all costs involved will be paid by the student at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examinations Officer before the published deadline for EARs. If the enquiry is successful, the fee will be refunded to the student

APPENDIX D:

Internal Complaints and Appeals Policy

The procedure should be followed by a candidate who has a general complaint regarding the Centre's delivery or administration of a qualification.

This procedure will be the final stage in the normal process of considering and resolving disputes. It is expected that it will only be used in exceptional circumstances.

The Examinations Manager is in overall charge of managing appeals relating to internal assessments.

If a student wishes to appeal, then the following procedures should be followed:

- The appeal should be made in writing to the Examinations Manager, stating the details of the complaint and the reasons for the appeal. If the complaint is against the Examinations Manager, this appeal should be directed to the Operations Manager who will then be responsible for any further tasks within the appeal usually conducted by the Examinations Manager.
- The appeal must be submitted before the end of the September after the relevant exam season, although this deadline may be extended in exceptional circumstances in situations where any post-results services have been requested which extends beyond this time.
- The staff members who are the subjects of the appeal will be given a copy of the complaint and will respond in writing to the Examinations Manager; a copy of this will be given to the student.
- If the student is not happy with the written response they have received, he/she can then request a personal hearing before an appeal panel.



- The appeals panel will consist of the Examinations Manager and two of the following – the relevant College Leader; an Assistant or Deputy Head; a school governor – none of these should have dealt previously with the appeal.
- The request for a personal hearing should be made within two days of the receipt of the written reply to the initial appeal.
- The candidate will be given at least two days' notice of the hearing date.
- A breakdown of the marks will be given to the candidate in advance of the appeal.
- The candidate may bring a parent/guardian to the hearing.
- The staff involved will be present at the hearing.
- The Examinations Manager will convey the outcome of the appeal and the reasons for that outcome in writing to the candidate.
- The school will maintain a written record of all appeals



FINHAM PARK 2

INTERNAL COMPLAINT/APPEAL APPLICATION

Please complete and return to the Examinations Officer, Finham Park 2, Torrington Avenue, Coventry, CV4 9WT

Candidates Full Name: _____

Subject (if applicable): _____

Teacher/Staff member: _____

Details of Appeal:

Reason for Appeal:

If needed, please continue additional page(s) and attach to this sheet.

Signed: _____

Date: _____



Examinations policy

Written by A. Clarke

September 2023

Updated by Jess Elliott

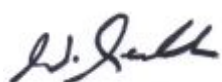
September 2026

Approved by W. Keddie

Next review date:

September 2027

Signed:

A handwritten signature in black ink, appearing to read 'W. Keddie'.

Will Keddie

Headteacher