



**Examination Policy  
(including exam complaints policy)  
BFC School**

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<b>Next review date:</b>		May 2025	
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28/05/24	3	QA Review	Gemma Clayton

## Examinations Policy Purpose:

As of August 2023, BFC School offer qualifications for pupils through Awarding Organisation NCFE in Functional Skills Maths and English, Sport and Personal and Social Development. The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the awarding body requirements.

- All aspects of the centre's exam process is documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- Staff are 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 awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- Exam candidates understand the exams process and what is expected of them
- This policy is reviewed annually by the exams officer/Head of School to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current awarding body regulations, instructions and guidance.

## Exam Responsibilities:

The Head of School has overall responsibility for the school (supported by the exams officer). The Head of School understands the contents, refers to and directs relevant centre staff to annually reviewed examinations policy (and linked policies.)

Head of School:

- Advises on appeals and review of marking applications. reporting all suspicions or actual incidents of malpractice.
- Accounts for income and expenditures relating to all exam costs/charges
- Administration of access arrangements.

Exams Officer:

- Manages the administration of external and internal exams and analysis of exam results
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Advises the centre staff and other relevant support staff on annual exam timetables (including the mock examination timetable) and application procedures as set by the various exam boards.

- Oversees the production and distribution to staff, governors 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/carers are informed of and understand those aspects of the exam timetable that will affect them.
- Consults with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Receives, checks and stores securely all exam papers and completed scripts.
- Liaises with the SENCO and administers access arrangements and makes applications for special consideration.
- Identifies and manages exam timetable clashes.
- Organises the recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Submit candidates' coursework marks, tracks dispatch and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the Head of School any appeals/review of marking requests.
- Maintains systems and processes to support the timely entry of candidates for their exams.
- Deputise for the Head of school where needed.
- Ensure information is circulated to staff and students about controlled assessments and examinations.
- Provide guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.

#### Subject Teachers:

- Are notified of access arrangements by the SENCO (as soon as possible after the start of the course).
- Are trained and supported in understanding the curriculum so that students are entered for examinations at the correct level (e.g. foundation or higher).
- Have relevant knowledge and understanding and have been trained in the assessment process.

#### Invigilators:

- Understand the contents of annually updated exams policies and procedures.
- Understand access arrangements and reasonable adjustments.
- Maintain and support exam regulations during all exams both proactively and using initiative.
- Collect all exam papers in the correct order at the end of the exam and return them to the Exams Officer.
- Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

### The tests and qualifications offered:

The tests and qualifications offered at this centre are decided by the Head of Centre in consultation with the Curriculum Manager. The statutory tests and qualifications offered are Entry level, Level 1 and Level 2 Functional Skills, Sport and Fitness and Personal and Social Development. The subjects offered for these qualifications in any academic year may be found on the centre website. If there has been a change of syllabus/exam board from the previous year, the exams office must be informed by the start of the new academic year. Decisions as to whether a candidate should take an individual subject or not will be taken in consultation with the Curriculum Manager and the Head of School, on the basis of a wide range of available evidence. At the appropriate time in their academic career at BFC School, all candidates will be entitled, and enabled, to achieve an entry for qualifications from an external awarding body.

### Exam Seasons and Timetables:

- Internal exams are scheduled between October and June. External exams are scheduled between January and June.
- Internal examinations are held under external examination conditions to ensure students fully understand the requirements of the external exams.
- The Examinations officer will circulate exam timetables for internal and external exams. The final summer examinations timetable will be issued by the middle of April and the first internal examination timetable will be issued 2 weeks prior to exams commencing.
- The centre will pay all normal exam fees on behalf of candidates. Late entry or amendment fees are paid by centre. 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. If, however, late entries are made, then the Exams Officer reserves the right to pass on any late charges to the department concerned.

### The Disability Discrimination Act (DDA), special needs and access arrangements

- 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.
- A candidate's special needs requirements are determined by the SENCO. The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. The SENCO can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.
- Making special arrangements for candidates to take exams is the responsibility of the SENCO and the Exams Officer.
- Rooming for access arrangement candidates will be arranged by the Exams Officer in consultation with the SENCO and Head of School
- Invigilation and support for access arrangement candidates will be organised by the Examinations Officer and SENCO.

#### Exam package security:

The Exams Officer will be dealing with a number of deliveries in the run up to exams. The Exams Officer will ensure that all relevant members of staff are briefed on how to handle exam packages securely and that they are available to assist with the deliveries. All exam packages will be signed for on arrival, usually by reception staff. Packages from exam boards are delivered directly to the Exams Officer who will store the unopened exam packages in the secure storage safe, located in the Head of School's office, ensuring deliveries do not spend any longer than absolutely necessary in the reception area after initial delivery.

All packages from exam boards are logged appropriately by reception staff initially, followed by exam staff at handover and finally at point of entry to secure store. On the day of an exam, two members of staff will be present to complete the "second pair of eyes check" to ensure the correct exam papers are opened. One of these members of staff will always be the Exams Officer. The present staff will document the opening and checking of the exam papers. This check occurs no earlier than 90 minutes before the published starting time of the exam.

#### On examination day:

- A member of the Senior Leadership Team will start all exams.
- In practical exams 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.
- Unused papers will be distributed to the Curriculum Manager, once completed

papers have been securely collected and dispatched to the relevant Exam Board.

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones, watches, unauthorised items and all electronic devices apply at all times.
- 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 BFC School Behaviour Policy
- The exams officer will attempt to contact any candidate who is not present at the start of an exam
- An exam clash occurs when a student has two or more exams timetabled in the same session or multiple exams timetabled for the same day. Where a candidate is timetabled for two or more exams in the same session and the total combined time is less than three hours, the exams must be sat consecutively within the timetabled session. The order of the papers will be decided by the Exams Officer and the Head of School. A supervised break of no more than 20 minutes between papers may be given (this must be conducted within the examination room, under formal examination conditions). This means that candidates cannot use this time to revise.
- Candidates are not permitted to take exams on an earlier day than that scheduled on the timetable

#### 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 centre, the Exams Officer, or the exam invigilator, to that effect. The candidate must support any special consideration claim 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.

#### Malpractice:

'Malpractice', which includes maladministration and non-compliance, means any act, default or practice which is a breach of the Regulations or which:

- Compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
- Damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.

- Failure by a centre to notify, investigate and report to an awarding body allegations of suspected malpractice constitutes malpractice. Also, failure to take action as required by an awarding body, as detailed in this document, or to cooperate with an awarding body's investigation constitutes malpractice.
- 'Centre staff malpractice' means: Malpractice committed by a member of staff or contractor (whether employed under a contract of employment or a contract for services) at a centre; or an individual appointed in another capacity by a centre such as an invigilator, an Oral Language Modifier, a practical assistant, a prompter, a reader, a scribe or a Sign Language Interpreter.
- 'Candidate malpractice' means malpractice by a candidate in the course of any examination or assessment, including the preparation and authentication of any controlled assessments or coursework, the presentation of any practical work, the compilation of portfolios of assessment evidence and the writing of any examination paper.
- Any concerns about malpractice must be reported immediately to the Head of School or Exams Officer.

### Complaints policy/procedure:

Purpose of the policy:

1. This policy confirms BFC School's compliance with JCQ's General Regulations for Approved Centres(section 5.3, 5.8) in drawing to the attention of candidates and their parents/carers its written complaints policy which will cover general complaints regarding the centre's delivery or administration of a qualification.

Grounds for complaint:

2. A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example a Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
- Teacher lacking knowledge of new specification/incorrect core content studied/taught
- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions

- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Candidate unhappy with internal assessment decision (complainant to refer via teacher/exams officer/head of department to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure 2.2 Access arrangements and special consideration
- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via SENCO/exams officer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry



### Conducting examinations:

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

### Results and Post-results:

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via the exams officer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure Exam complaints Exam Complaints policy
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service

### ***Raising a concern/complaint:***

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, BFC School encourages him/her to try to resolve this informally in the first instance.

To raise a concern please contact our complaints coordinator and Head of School, Gemma Trickett (gemma.trickett@bfcct.co.uk) detailing your concerns and the name of your child. She will then arrange for an appropriate member of the exams team to contact you to discuss your concern and try to resolve it informally. If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

### **How to make a formal complaint:**

BFC School Complaints and Appeals Policy outlines how to make a formal complaint. All complaints are managed by the complaint's coordinator (details above).

### **Certificates:**

Certificates are presented in person or collected and signed for. Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so. Replacement certificates are only issued if a candidate agrees to pay the costs incurred. The centre retains certificates for 5 years. After this time candidates must contact the board directl



