

OCTOBER 2026

ROLES AND RESPONSIBILITIES IN THE CREATION, REVIEW AND UPDATING OF JCQ REQUIRED EXAM-RELATED POLICIES

JCQ *General Regulations for Approved Centres* guidance (section 5.3x) states that the policies required for inspection must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre.

However, this does not mean that the senior leader is responsible for writing every policy. The development and maintenance of these policies should be a collaborative process involving relevant centre staff.

The senior leader may contribute to the content of some policies, but their key responsibilities include:

- Ensuring that all policies are reviewed and updated annually
- Confirming which staff members are responsible for creating, reviewing and/or updating each policy
- Acquiring approval and formal sign off by the appropriate authority, such as the senior leadership team (SLT), head of centre, governing body or Academy Trust
- Ensuring that policies reflect current JCQ requirements and centre practice, and are implemented by relevant staff
- Communicating all policies to all relevant staff and, where applicable, candidates and parents/carers

The table below provides an overview of the policies required by JCQ and identifies the staff who may be involved in creating, reviewing and/or updating each policy. Suggested roles are shown in **red bold** in the column headed '**Staff involvement in policy/process/procedure creation, reviewing and/or updating**'.

The role of an exams manager/officer

In summary, an exams manager/officer will be **involved** in creating, reviewing and/or updating all or specific sections of the following policies, processes and procedures:

- **Contingency plan**: include details of the tasks which must be undertaken in the event of the absence of the exams manager/officer across the different stages of the exam cycle
- **Internal appeals procedure**: include details of the process and deadlines to submit an application for a clerical re-check, a review of marking, a review of moderation or an appeal
- **Malpractice policy**: include relevant details from JCQ's *Suspected Malpractice: Policies and Procedures* document, for example details of the malpractice reporting process

- **Policy on the use of word processors in examinations:** include the arrangements at the time of the assessment for the use of a word processor
- **Procedures to verify the identity of all candidates at the time of the examination or assessment:** suggest, as examples, the options for identifying candidates sitting examinations at the time of the examination or assessment
- **Procedures for how the centre will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies:** include details of how candidates will be informed of Post-Results Services and how requests for the various services will be dealt with
- **Policy for dealing with an emergency evacuation of the examination room:** include details of the information which will be shared with invigilators and candidates and other relevant staff ahead of an examination series, and the role and responsibilities of the exams manager/officer role during an emergency evacuation. Confirm how, if required, the evacuation will be recorded and reported, and any other post-evacuation actions

An exams manager/officer will need to **provide information** for the creation, reviewing and/or updating of the following policies, processes and procedures:

- **Child protection/safeguarding policy:** highlight relevant exams-related scenarios to the Designated Safeguarding Lead (DSL) and ask that these are addressed during the safeguarding training session delivered to invigilators
- **Complaints policy:** provide details of the process for submitting entries, the regulations relating to the conducting of examinations and the process and deadlines relating to the sharing of results and submitting requests for post-results services
- **Conflicts of interest policy:** inform the senior leadership team of any conflict of interest involving any members of their family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments, either at the centre itself or other centres
- **Cyber security policy:** confirm when training which addresses JCQ regulations has been completed
- **Data protection policy:** provide details of all the relevant exams-related information which may need to be considered within UK GDPR and the Data Protection Act 2018
- **Whistleblowing policy:** provide examples of exams-related breaches as defined by JCQ regulations which must be reported

Note: *The roles and responsibilities shown in the table below are intended as a guide and may vary according to the structure, staffing and individual responsibilities within each centre.*

Escalation process

JCQ reference	<i>General Regulations for Approved Centres (section 5.3)</i>
Purpose of the process	As part of its internal governance arrangements, the head of centre is responsible for ensuring that a written escalation process is in place for situations where the head of centre or the senior leader with overall responsibility for examinations and assessments is absent.

	The escalation process identifies the key duties and responsibilities that must be reassigned or escalated during an absence. It also enables the centre to provide awarding bodies with assurance about its governance arrangements and demonstrate that appropriate oversight remains in place to protect the integrity of centre activities, including the delivery of qualifications and the conduct of examinations and assessments. The contents of this process cover the roles and responsibilities of the head of centre and senior leadership team in relation to the following areas and the individual(s) who will assume responsibility: • Planning for an exam series • Entries • Preparing for an exam series • Exam time/During an exam series • Results and Post-Results
Staff involvement in process creation, reviewing and/or updating	The head of centre and senior leader must highlight their role and responsibilities throughout the exam cycle and identify the individual(s) who will assume responsibility for these tasks in the event of their absence
Exams manager/officer role	None

Child protection/safeguarding policy

JCQ reference	<i>General Regulations for Approved Centres (section 5.3)</i>
Purpose of the policy	This policy details how the centre ensures that the moral and statutory responsibility to safeguard and promote the welfare of children is met in relation to the management, administration and conducting of examinations and assessments. The policy also details how staff are trained and supported to be alert to, and report, the signs of abuse and neglect and how they will follow centre procedures to ensure that children receive effective support, protection, and justice. The procedures contained in this policy apply to all staff associated with the management, administration and conducting of examinations and assessments. This policy confirms compliance with the statutory guidance for schools and colleges as set out in the Department for Education's Keeping children safe in education 2026 publication.

Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that: - the Designated Safeguarding Lead (DSL) ensures that the centre policy satisfies current legislative requirements and delivers training as required - relevant staff receive the appropriate training
Exams manager/officer role	An exams manager/officer should highlight relevant exams-related scenarios to the DSL and ask that these are addressed during the training session for invigilators. An exams manager/officer will also need to ensure that the relevant member(s) of staff are informed of the need to arrange safeguarding training for invigilators and to ensure that their DBS clearance meets statutory requirements ahead of an exam series.

Complaints policy

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 5.3 & 5.8)
Purpose of the policy	This policy confirms compliance with JCQ's <i>General Regulations for Approved Centres</i> (5.3, 5.8) in drawing to the attention of candidates and their parents/carers the complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification. This policy should cover the areas about which a candidate (or their parent/carer) might make a complaint, which may include: - Teaching and learning - Access arrangements and special consideration - Entries - Conducting examinations - Results and Post-results The policy should also cover: - How a formal complaint can be made - How a formal complaint is investigated - Reference to the centre's internal appeals procedure if a complainant remains dissatisfied with the outcome of a complaint investigation
Staff involvement in policy creation, reviewing and/or updating	A senior leader must confirm the centre's complaints process – including roles and responsibilities and the sharing of information with relevant staff – with the head of centre, and if required, Governors.
Exams manager/officer role	An exams manager/officer should provide for inclusion in the policy, details of: the process for submitting entries

	- the regulations relating to the conducting of examinations - the process and deadlines relating to the sharing of results and submitting requests for post-results services
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Conflicts of interest policy

JCQ reference	<i>General Regulations for Approved Centres</i> (section 5.3)
Purpose of the policy	This policy confirms how the centre manages conflicts of interest under normal delivery arrangements in accordance with the regulations. The policy details how conflicts of interest are managed by informing the awarding bodies and the maintaining of internal records.
Staff involvement in policy creation, reviewing and/or updating	A senior leader must confirm the process for collecting declarations of interest, the internal recording of potential conflicts, how the measures/protocols taken/put in place to mitigate any potential risk to the qualifications affected are recorded and how and when any specific conflicts are reported to the relevant awarding body(ies)
Exams manager/officer role	An exams manager/officer must inform their senior leadership team of any conflict of interest involving any members of their family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments, either at the centre itself or other centres

Contingency plan

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 3.31-3.36 & 5.3) & <i>Instructions for conducting examinations</i> (section 15)
Purpose of the plan	This plan examines potential risks and issues that could cause disruption to the examination and assessment process. The plan outlines the actions/procedures to be invoked in case of disruption to mitigate the impact these disruptions may have on centre processes. Alongside internal processes, this plan must be informed by the Ofqual (and Northern Ireland Council for the Curriculum, Examinations and Assessment) <i>Exam system contingency plan: England, Wales and Northern Ireland</i> which provides guidance in the document What schools and colleges and other centres should do if exams or other assessments are seriously disrupted, and the JCQ guidance <i>Preparing for disruption to examinations</i>.

	This plan confirms compliance with JCQ's <i>General Regulations for Approved Centres</i> (GR 5.3) that: - the centre has in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre... a contingency plan which covers all aspects of examination/assessment administration and delivery - the centre's contingency planning must include succession arrangements for members of staff involved in examination and assessment administration
Staff involvement in policy creation, reviewing and/or updating	A senior leader must confirm: - succession arrangements - contingency measures in the event of the absence of key staff (including the exams manager/officer) - an alternative venue (or venues) if their centre is unavailable for examinations or the sharing of results - details of at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays - the back-up of candidate work which is produced electronically, including the contingency of this work being backed-up on two separate devices, including one off-site back-up via the Cloud
Exams manager/officer role	An exams manager/officer should provide for inclusion in the plan, details of the tasks which must be undertaken in the event of their absence across the different stages of the exam cycle

Cyber security policy

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 3.38 & 5.3)
Purpose of the policy	This policy details the measures taken to mitigate the risk of cyber threats under the following sections: - Roles and responsibilities - Complying with JCQ regulations - Cyber security best practice - Account management best practice - Training
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that: relevant staff complete training on the areas detailed within section 3.38 of JCQ's <i>General Regulations for Approved Centres</i> document

	• there are procedures in place to maintain the security of user accounts • all members of centre staff who access awarding bodies' online systems undertake annual cyber security training • robust security measures are implemented and enforced • any exposed passwords have been updated • secure account recovery options are set up • connected applications are reviewed and managed • accounts are monitored and account access is regularly reviewed, including removing access when no longer required • authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations relating to cyber security • authorised staff have access, where necessary, to a device which complies with awarding bodies' MFA requirements • any actual or suspected compromise of an awarding body's online systems is immediately reported to the relevant awarding body • the IT team is directed/involved as required
Exams manager/officer role	To complete annual cyber security training

Data protection policy

JCQ reference	<i>General Regulations for Approved Centres (section 5.3)</i>
Purpose of the policy	This policy sets out how, in relation to the management and administration of examinations and assessments, personal data is handled in accordance with applicable UK data protection legislation and the requirements of the Joint Council for Qualifications (JCQ). This policy applies to personal data processed as part of the management and administration of examinations and assessments, regardless of whether the information is held electronically, in paper records or in another format.
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the Data Protection Officer supports the creation/review and update of this policy after receiving information from relevant centre staff, including: • SENCo (or equivalent role) • Exams manager/officer (see below) • Teaching staff
Exams manager/officer role	An exams manager/officer should provide for inclusion in the policy, details of all the relevant exams-related information which may need to be considered within UK GDPR and the Data Protection Act 2018

Equalities policy

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 5.3 & 5.4)
Purpose of the policy	This policy details how the centre facilitates access to exams and assessments for disabled candidates, as defined under the terms of the Equality Act 2010, by outlining staff roles and responsibilities in relation to: • identifying the need for appropriate arrangements, reasonable adjustments and/or adaptations • requesting access arrangements • implementing access arrangements and the conduct of exams • good practice in relation to the Equality Act 2010 This policy may be added as an exams-specific supplement to the centre-wide equalities and/or disability/accessibility policy/plan.
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • Head of centre • SENCo (or equivalent role) • Teaching staff • Support staff (for example, Learning Support Assistants, Teaching Assistants and Communication Support Workers) • Assessor of candidates with learning difficulties
Exams manager/officer role	An exams manager/officer must be familiar with the entire contents of the annually updated JCQ <i>General Regulations for Approved Centres</i> document and be aware of information contained in the <i>Access Arrangements and Reasonable Adjustments</i> document where this may be relevant to the exams manager/officer role. To understand and follow the regulations as set out in section 13 (<i>Invigilation arrangements for candidates with access arrangements</i>) and section 14 (<i>Access Arrangements</i>) of JCQ's <i>Instructions for conducting examinations</i> document.

Internal appeals procedure

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 5.3, 5.7, 5.8 & 5.13), <i>Instructions for conducting non-examination assessments</i> (section 1) & <i>Instructions for conducting non-examination assessments VTQ</i> (section 5.4)
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Purpose of the procedure	This procedure confirms compliance with JCQ regulations that the centre: • has in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, an internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration (with reference to the JCQ document A guide to the awarding organisations' appeals processes) • draws to the attention of candidates and their parents/carers their written internal appeals procedure which will cover appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration This procedure covers appeals relating to: • Internal assessment decisions (centre-assessed marks) • Centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal • Centre decisions relating to access arrangements and special consideration • Centre decisions relating to other administrative issues
Staff involvement in procedure creation, reviewing and/or updating	A senior leader must confirm the centre appeals procedures Exams manager/officer (see below)
Exams manager/officer role	An exams manager/officer should provide for inclusion in the procedure, details of the process and deadlines to submit an application for a clerical re-check, a review of marking, a review of moderation or an appeal

Malpractice policy

JCQ reference	<i>General Regulations for Approved Centres (section 5.3)</i>
Purpose of the policy	This policy confirms: • that a written malpractice policy which covers all qualifications delivered by the centre with reference to the JCQ document <i>Suspected Malpractice Policies and Procedures</i> is reviewed and updated annually and is in place for inspection • how candidates are informed and advised to avoid committing malpractice in examinations/assessments

	• how suspected malpractice issues are escalated within the centre and reported to the relevant awarding body This policy also acknowledges the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that relevant staff contribute to this policy, including: • Teaching staff in subjects where Artificial Intelligence may be used in non-examination assessments • Exams manager/officer (see below)
Exams manager/officer role	An exams manager/officer must ensure familiarity with relevant content of JCQ's <i>Suspected Malpractice: Policies and Procedures</i> document to contribute to this centre policy, for example the malpractice reporting process

Policy regarding the management of non-examination assessments, including controlled assessments and coursework

JCQ reference	<i>General Regulations for Approved Centres</i> (sections 5.3 & 5.7) & <i>Instructions for conducting non-examination assessments</i> (section 1)
Purpose of the policy	This policy confirms that a written policy regarding the management of non-examination assessments including controlled assessments and coursework is reviewed and updated annually and is in place for inspection purposes. The policy also includes details on how candidates' work will be authenticated with reference to the JCQ documents <i>Instructions for conducting coursework</i> and <i>Instructions for conducting non-examination assessments</i>. This includes: • Covering procedures for planning and managing non-examination assessments • Defining staff roles and responsibilities for non-examination assessments • Managing risks associated with non-examination assessments • Detailing how candidates' work will be authenticated
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • Head of centre • Quality assurance lead/Lead internal verifier or equivalent role • Subject head/lead • Teaching staff in relevant subjects must confirm the management of non-examination assessments (including

	controlled assessment and coursework), including the quality of marking/adherence with a mark scheme, internal moderation, standardisation of marking to ensure consistency between staff members, and how candidates will be informed of their centre-assessed marks
Exams manager/officer role	An exams manager/officer should undertake tasks that fall within their role in supporting the administration and management of non-examination assessments. These tasks may include downloading set tasks from awarding bodies' secure sites, submitting marks to awarding bodies, and submitting samples of candidates' work for moderation.

Whistleblowing policy

JCQ reference	<i>General Regulations for Approved Centres (section 5.3)</i>
Purpose of the policy	This policy: • encourages individuals to raise concerns, which will be fully investigated by appropriately trained and experienced individuals • identifies how to report concerns • explains how such concerns will be investigated and sets expectations regarding the reporting of outcomes • provides details of relevant bodies to whom concerns about wrongdoing can be reported, including awarding organisations and regulators • includes a commitment to do everything reasonable to protect the reporter's identity, if requested • sets out how those raising concerns will be supported This policy also details the steps that could be taken by an individual involved in the management, administration and/or conducting of examinations and assessments if the centre fails to comply with its obligation to report any alleged, suspected or actual incidents of malpractice or maladministration.
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that this policy is devised in line with the Public Interest Disclosure Act 1998. This may also involve the head of centre or Governors. A senior leader must also confirm how the anonymity of the whistleblower will be protected. Exams manager/officer (see below)
Exams manager/officer role	An exams manager/officer should provide examples of exams-related breaches including, but not limited to, the following:

	• Deliberately failing to follow/comply with JCQ regulations as set out by the Joint Council for Qualifications (JCQ) and its awarding bodies • Deliberately altering examination entries which may be defined as maladministration • Failing to report a security breach of the examination paper • Conduct of centre staff which undermines the integrity of the examination/assessment • Unfair treatment of candidates by either giving an advantage to a candidate/group of candidates (e.g. by permitting a candidate an access arrangement which is not supported by appropriate evidence), or disadvantaging candidates by not providing access to the appropriate conditions/access arrangements (providing a 'level playing field') • Allowing unauthorised access to confidential examination materials • Falsifying candidate records • Manipulating examination results • Possible fraud and corruption (e.g. accessing the exam paper prior to the exam to aid teaching and learning) • Concealing/failing to report candidate malpractice • Abuse of authority (e.g. the head of centre/members of the senior leadership team overriding JCQ and awarding body regulations) • Sexual harassment within the exam team
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Policy on the use of word processors in examinations

JCQ reference	<i>General Regulations for Approved Centres</i> (section 5.3) & <i>Access Arrangements and Reasonable Adjustments</i> (section 5.8)
Purpose of the policy	This policy details how the centre complies with managing the needs of candidates and the awarding and allocation of word processors in examinations. This policy also sets out the arrangements for the use of word processors, including computers, laptops and tablets, in examinations and the measures in place to prevent the use of AI tools.
Staff involvement in policy creation, reviewing and/or updating	A senior leader must produce a word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations and assessments. Exams manager/officer (see below)
Exams manager/officer role	An exams manager/officer should confirm the arrangements at the time of the assessment for the use of a word processor including: • Compliance with JCQ regulations and specific awarding body requirements

	• The management and set up of word processors in the exam room • The use of portable storage mediums • Printing the script after the exam has ended • Other centre-specific processes (including the training of invigilators and the role of the IT technician)
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Process in place to check the qualification(s) of the centre's assessor(s) and that the correct procedures are followed

JCQ reference	<i>General Regulations for Approved Centres</i> (section 5.4) & <i>Access Arrangements and Reasonable Adjustments</i> (section 7)
Purpose of the process	A written process which confirms how the qualification(s) of the assessor(s) is checked and that the correct procedures are followed, as detailed in Chapter 7 of the JCQ document <i>Access Arrangements and Reasonable Adjustments</i>
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • SENCo (or equivalent role) • Assessor
Exams manager/officer role	None

Procedures to verify the identity of all candidates at the time of the examination or assessment

JCQ reference	<i>General Regulations for Approved Centres</i> (section 5.9) & <i>Instructions for conducting examinations</i> (section 16)
Purpose of the procedures	The purpose of this procedure is to confirm: • how the identity of all students that are entered for examinations or assessments is verified • the processes that satisfy that all candidate identities have been checked • that written procedures are in place to verify the identity of all candidates at the time of the examination or assessment
Staff involvement in policy creation,	A senior leader must confirm the relevant identification procedure(s) after consulting the exams manager/officer (see below)

reviewing and/or updating	
Exams manager/officer role	The exams manager/officer should suggest, as examples, the following options for identifying candidates sitting examinations at the time of the examination or assessment: • A senior member of centre staff identifying candidates as they enter the exam room • Photographic ID placed on candidates' desks • Candidates wearing lanyards containing centre verified photographic ID

Procedures for how the centre will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies

JCQ reference	<i>General Regulations for Approved Centres</i> (section 5.13)
Purpose of the procedures	These procedures confirm how candidate requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies are dealt with in compliance with JCQ regulations.
Staff involvement in procedures creation, reviewing and/or updating	A senior leader must confirm the relevant process after consulting the exams manager/officer (see below)
Exams manager/officer role	The exams manager/officer should confirm how candidates' requests for the following will be dealt with: • Access to scripts • Clerical re-checks • Reviews of marking • Reviews of moderation • Appeals to the awarding bodies The exams manager/officer should also confirm: • how candidates will be made aware of the arrangements for post-results services prior to the issue of results • the process for requesting a post-results service(s) • internal deadline(s) relating to candidate requests for post-results services

Policy for dealing with an emergency evacuation of the examination room

JCQ reference	<i>Instructions for conducting examinations</i> (section 25)
Purpose of the policy	This policy details how an emergency evacuation of the exam room(s) is dealt with by defining staff roles and responsibilities and confirming the emergency evacuation procedure.
Staff involvement in policy creation, reviewing and/or updating	Exams manager/officer (see below) A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • Head of centre • SENCo (or equivalent role)
Exams manager/officer role	An exams manager/officer must detail their role and responsibilities during an emergency evacuation and the information which must be shared with: • invigilators (including training in emergency evacuation procedures and how an incident and actions taken must be recorded) • candidates • (if applicable) other staff including the SENCo and facilitators of access arrangements An exams manager/officer will also need to confirm how the evacuation will be recorded and reported (if required) to the relevant awarding body(ies), and any other post-evacuation actions (e.g. applying for special consideration)

The contents of this article were correct at the time of publication (End of September 2026)