ExamsTraining

Spring into Summer

Getting ready for the summer exam series

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Objectives

- To give you an overview of the 'exam cycle'

- Provide information around key activities from March to June

- Provide key deadlines for this period

- Give hints and tips on how to manage the summer exam series

- To give you confidence to administer exams and assessments in your centre

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JCQ regulations

- The head of centre must ensure that the examinations officer is **line managed** and **actively supported** by a member of the senior leadership team who has a **good working knowledge of the examination system**

- It is the responsibility of the head of centre to ensure that his/her centre has in place:

  o a member of the senior leadership team who will **provide support and guidance** to the examinations officer and ensure that the **integrity and security** of examinations and assessments is maintained throughout an examination series

  o a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to **act immediately in the event of an emergency or staff absence**

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Qualifications covered

- The contents of this training refer to:
  - General qualifications (GCSE/GCE) administered by the JCQ awarding bodies (AQA, OCR, Pearson, WJEC/Eduqas)

- Your centre may also offer other qualifications (e.g. BTECs, Cambridge Nationals, Cambridge Technicals and Functional Skills) and use other awarding bodies

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Areas covered

- The 'exam cycle'
- Entries
- Confidential exam materials
- Access arrangements
- Assessment
- Timetables, rooming and seating plans
- Exam guidance/briefings

- Preparing your invigilators
- Exam time
- The JCQ general centre inspection
- Exam policies/procedures
- Packing and dispatching exam scripts
- Results and post-results
- The exams community

Within your *Exams Manual* there are a series of '*A guide to…*' documents which provide information for exams officers on the areas listed above
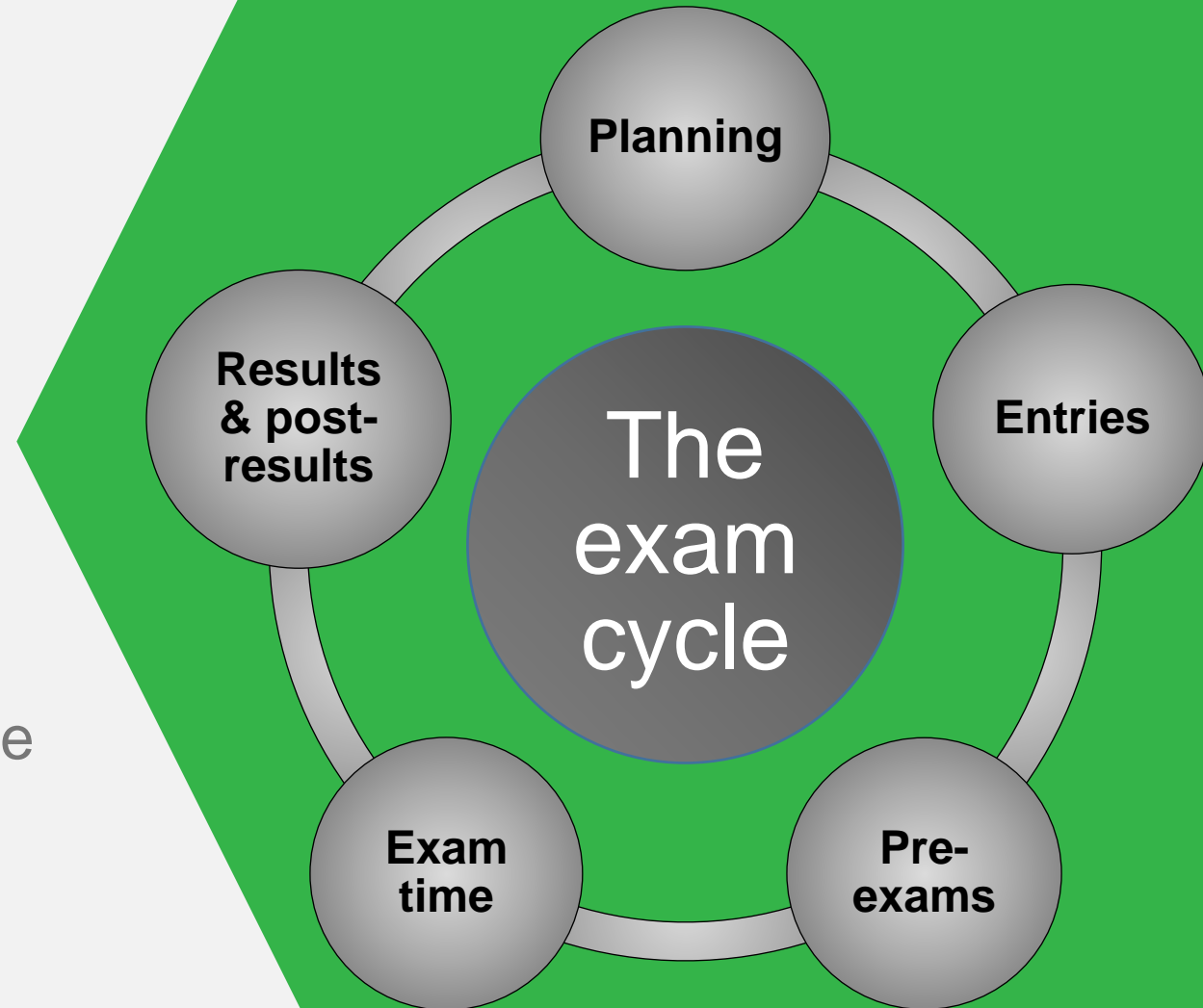
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Introductions

- How long have you line managed exams in your centre?

- What type of centre do you work in (e.g. 11-16, 11-18, FE, Pupil Referral Unit)?

- Which qualifications are offered at your centre?

- How long has your exams officer been in post?

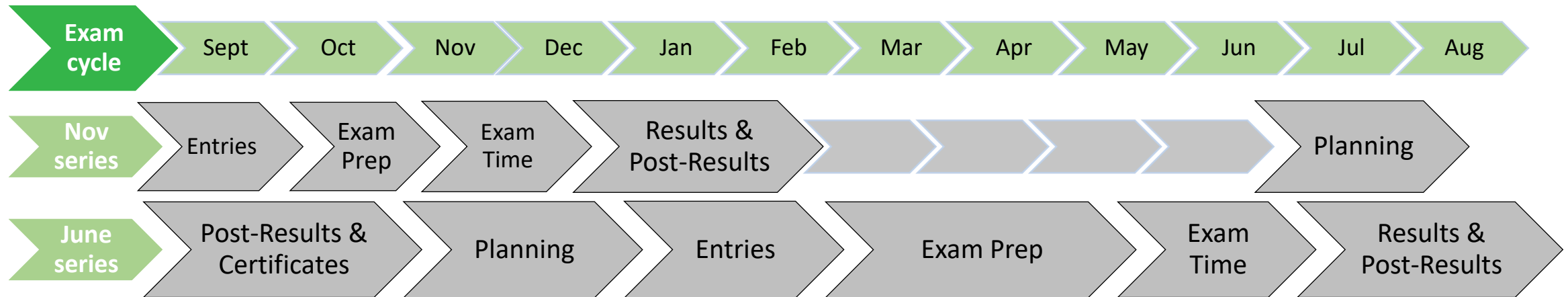- What, if anything, concerns you most about managing and preparing for the summer exam series?

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The 'exam cycle'

Exam cycle	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug

| Nov series | Entries | Exam Prep | Exam Time | Results & Post-Results | | | | Planning |

| June series | Post-Results & Certificates | Planning | Entries | Exam Prep | Exam Time | Results & Post-Results |

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Arrangements for 2023

Ofqual and the DfE have confirmed the arrangements for students taking exams in summer 2023

"GCSE, AS and A Level exams in England will largely return to pre-pandemic arrangements next summer as young people continue to recover from the pandemic"
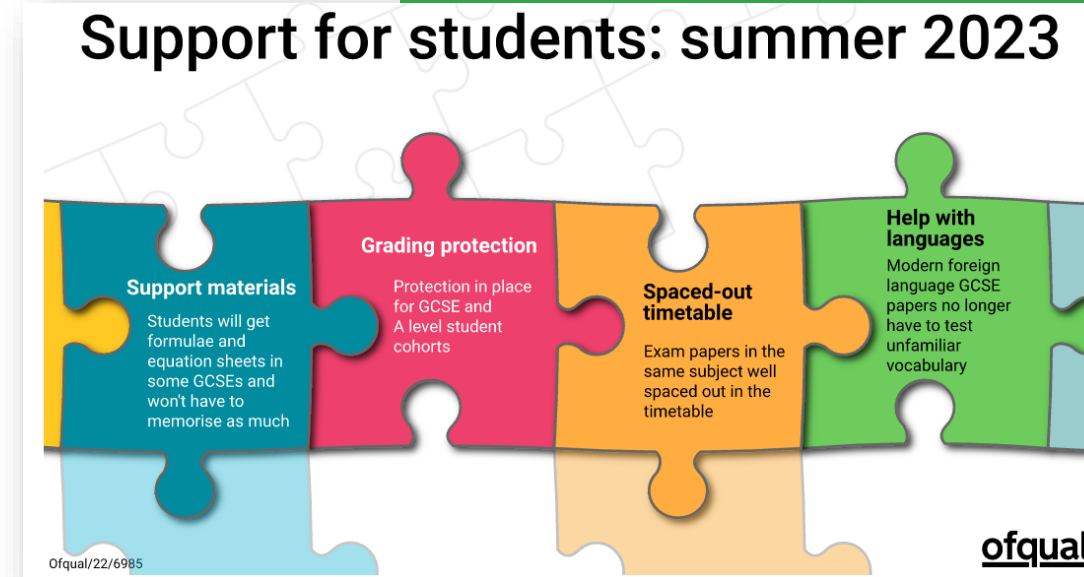
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Arrangements for summer 2023

- Assessment arrangements for GCSEs, AS and A Levels in England:

  o For GCSEs in English literature, history, ancient history and geography, students will be assessed on all the usual topics and content

  o Students will carry out the usual non-exam assessment, fieldwork and practical science activities

  o For art and design, students will be assessed by an awarding body set task and a portfolio as usual

  o For GCSEs in English language, students will carry out spoken language assessments as usual and some of these will be recorded by their teachers

  o For GCSEs in modern foreign languages, students will take formal speaking tests as usual

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Support for students in 2023

- **Support materials**: for GCSE mathematics, physics and combined science exams in 2023, students do not need to memorise formulae and equations – awarding bodies will provide formulae and revised equation sheets for use in 2023 exams

- **Help with languages**: permanent changes to assessment requirements in modern foreign language (MFL) GCSEs – the exams do not have to test unfamiliar vocabulary. Exams may still contain unfamiliar vocabulary, but awarding bodies can give meanings for words that are not on their vocabulary lists

Support for students: summer 2023

Support materials
Students will get formulae and equation sheets in some GCSEs and won't have to memorise as much

Grading protection
Protection in place for GCSE and A level student cohorts

Spaced-out timetable
Exam papers in the same subject well spaced out in the timetable

Help with languages
Modern foreign language GCSE papers no longer have to test unfamiliar vocabulary

Ofqual/22/6985

ofqual

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Task

- Ensure that your exams officer is aware of the arrangements for examinations taking place in summer 2023, in particular:

    o Support materials in maths, physics and combined science

- Ensure that staff teaching modern foreign languages at GCSE level are aware of the additional help which will be available to students during the examination

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Entries

Managing entries after the final entry deadline

The Exams Office resources:

- A Guide to Managing Entries

- A Guide to Avoiding Late Entries

- Deadlines for Entries, Fees and Charges template

DEADLINES FOR ENTRIES, FEES AND CHARGES: Summer 2023 series

This information has been taken from key dates and fee information provided on awarding body websites

GCE and GCSE

Awarding body	AQA fees and charges	OCR fees and charges	Pearson fees and charges	Eduqas fees and charges
Entry deadline	21 February 2023 Closing date for June 2023 entries	21 February 2023 Entries deadline	21 February 2023 Entry deadline	21 February 2023 Entry deadline
Late entry	22 February 2023 Entries submitted on or after this date for June 2023 will be charged a 'late entry fee'	22 February 2023 Late entry and entry amendment fees apply (Stage 1)	22 February 2023 Late entry fees will be charged from this date	19 March 2023 Late Date (Late fees payable from) (The date from which all entries and amendments will incur a Late Fee charge)
Withdrawals & amendments	21 April 2023 Last date to apply for an entry fee refund for a student withdrawn from June 2023 exams 22 April 2023 June 2023 entries submitted on or after this date are classified as very late and will be charged a very late entry fee, and you will be charged to make any amendments	21 March 2023 **GCSE** Entry withdrawals with refund deadline 21 April 2023 **GCE** Entry withdrawals with refund deadline	22 April 2023 Amendment fees will be charged from this date	18 March 2023 Amendment Date (The date by which all amendments to entries must be submitted, to ensure no additional charges will be applied)
Higher late entry	22 April 2023 June 2023 entries submitted on or after this date are classified as very late and will be charged a very late entry fee, and you will be charged to make any amendments	22 April 2023 Late entry and entry amendment fees apply (Stage 2)	22 April 2023 High late entry fees will be charged from this date	19 April 2023 Very Late Date (Very late fees payable from) (The date from which all entries and amendments will incur a Very Late Fee charge)

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Final entry deadline

Exam Series	Qualification	Entry Deadline
June 2023	AS and A Level (GCE), GCSE	21 February 2023

Missed the deadline?

You can make new entries and amendments to your existing entries after the final entry deadline date

Check awarding body key dates and fees documents for information on late fees, entry amendments and withdrawals

Does you centre deliver other qualifications?
- Check awarding body key dates for entry deadlines

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Managing entries

After the final entry deadline you may need to manage:

- **Late entries:** a new entry for a new or existing candidate

- **Entry amendments:** a change to an existing entry, e.g. amending tiers or options

- **Entry withdrawals:** removing a candidate from one or more of their assessments

- **'Pirate' candidates:** a candidate who sits an exam but has no entry

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Managing entries

- Implement a process to manage changes to your entries
  - Check awarding body key dates
  - Issue written instructions and guidance
  - Ensure teaching colleagues provide entry data to you in writing – you can use The Exams Office *Changes to entry information form*
  - Issue revised entry information to candidates

- Consider the impact changes to entries may have on your planning and preparation for the series – e.g. rooming, seating plans, access arrangements, invigilation and question papers

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Checking entries

Check…

Candidate personal details – e.g. name

Candidate identifiers – e.g. UCI number

Check…

Candidates are entered for the right qualifications and the entry codes are correct, e.g. tiers and options

Certification entries have been made for unitised qualifications (for students completing their qualification)

Check…

Entry rules have been met – e.g. rules for resitting a qualification, rules of combination for unitised qualifications

Awarding body entry reports, including any warning reports

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Task

- Ensure that your exams officer has submitted all entries to deadline

- Identify late entries, the subsequent cost, and the reason for late submission

- Ensure that your exams officer is aware of withdrawal and amendment deadlines and the process to acquire this information from subject staff

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Confidential exam materials

- JCQ *Instructions for conducting examinations* (sections 1-5)

- Centres must be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials (section 1.3)

- The head of centre must ensure that all necessary arrangements are in place
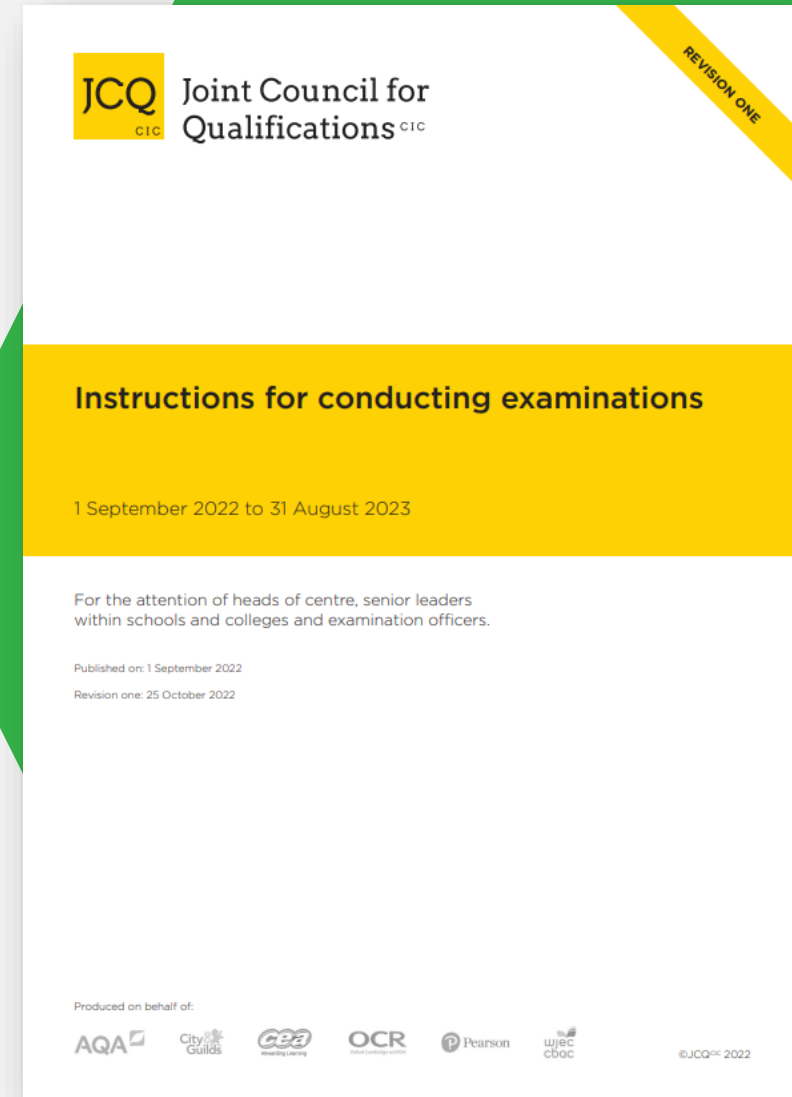
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Confidential exam materials

- Awarding bodies will send the materials you need for your exams and assessments based on your entries

- Confidential exam materials include:

  o Question papers

  o CDs, DVDs used in an exam

  o Advance materials (pre-release material)

  o Exam stationery – e.g. blank candidate answer booklets

ExamsTraining

Receipt of question papers (JCQ ICE, section 1)

1 Question papers arrive at the centre

2 Materials must be signed for by centre staff at the initial point of delivery

3 A log must be kept at the initial point of delivery

4 Staff at the initial point of delivery must immediately inform a designated keyholder of the delivery

5 Question papers, still in their despatch packaging, must be moved immediately to the secure room

2-6 keyholders All keyholders must fully understand their responsibilities

If there is no authorised keyholder available do not accept the delivery

Only authorised members of centre staff can handle the materials

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Checking and arranging question papers (JCQ ICE, section 2)

6 Checking must take place as soon as possible on the day of receipt and be undertaken in the secure room

If this is not possible, the material still in its despatch packaging must be transferred immediately to the secure storage facility. Checking must take place **no later than the next working day**

7 Packets must be checked against the awarding body despatch note and the centre timetable or entries

8 A log of the check must be kept

Inform the awarding body immediately if there are any issues

9 Arrange question papers in timetable date order in the secure storage facility

10 Do not open the sealed packets in advance of the scheduled exam date and time

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Confidential exam materials

▪ You can use the following documents:

The Exams Office

o *Confidential materials: initial point of delivery log template*

o *Confidential materials: receipt, secure movement, checks and secure storage log template*

The JCQ

o *Exam Materials Receipt Log – Point of Delivery*

o *Exams Materials Receipt Log – Exams Officer*

Identify members of staff involved in the receipt, secure movement, checking and secure storage of confidential materials

The head of centre must ensure they understand their role and responsibilities

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Handling secure electronic materials

All staff authorised to handle secure electronic question paper materials must be familiar with the requirements:

- JCQ *Instructions for conducting examinations*, sections 4.1 – 4.18

- Instructions issued by an awarding body

Centre authorisation

Electronic question paper materials must only be handled by members of staff authorised to do so by the head of centre

At least two and no more than six members of staff should be authorised to handle materials

Other members of staff may assist with printing and collation provided they are under supervision

Accessing and printing

The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process

Secure files must be accessed and printed within a secure environment. Only authorised members of staff must be present in the room

Once printed, question papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope

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Activity

Where should the materials listed in the table opposite be stored?

See JCQ *Instructions for conducting examinations*, section 3

Materials	Secure Room (the 'box')	Secure Facility ('the box within the box')
'Live' awarding body question papers (in any format)		
'Live' GCSE/GCE MFL speaking test material issued by an awarding body		
Centre 'mock' exam question papers		
Exam stationery issued by an awarding body and required for an exam (e.g. candidate answer booklets, graph paper)		

Activity

Where should the materials listed in the table opposite be stored?

See JCQ *Instructions for conducting examinations*, section 3

ExamsTraining

Materials	Secure Room (the 'box')	Secure Facility ('the box within the box')
'Live' awarding body question papers (in any format)	NO	YES
'Live' GCSE/GCE MFL speaking test material issued by an awarding body	NO	YES
Centre 'mock' exam question papers	YES*	NO
Exam stationery issued by an awarding body and required for an exam (e.g. candidate answer booklets, graph paper, formula booklets)	As a minimum, exam stationery must be stored in the secure room. It is good practice, but not mandatory, to store this material in the secure storage facility (JCQ ICE, section 3.7)	

* Mock examinations and internal school tests may be stored in the secure room but must always be kept separately from 'live' awarding body material and be clearly identified (JCQ ICE, section 3.5)

Removing question papers from secure storage

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In order to avoid potential breaches of security, care must be taken to ensure that the correct question paper packets are opened

A member of centre staff, additional to the person removing the papers from secure storage must check the day, date, time, subject, unit/component and tier of entry, if appropriate, **immediately before a question paper packet is opened**

! This check must be recorded
(JCQ ICE section 5.1)

Once removed from secure storage, question papers must never be left unattended

Care must always be taken to ensure the security of the question papers

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Removing question papers from secure storage

- Unless there is a need to split question paper packets for different exam rooms or facilitate an access arrangement, **question paper packets must be opened in the designated exam room** (JCQ ICE section 5.2)

Question papers should be taken to the designated exam room as close to the start time of the exam as possible	Question papers must not be removed from the secure storage facility and taken to the exam room any earlier than **60 minutes** prior to the **awarding body's published start time for the exam**	Question papers must not be left unattended

ExamsTraining

Activity

On the day of the exam, you may open question paper packets **in the secure room** within **90 minutes** of the awarding body published starting time for certain arrangements

List these arrangements in the table opposite

Permitted Arrangement	ICE Reference
1.	5.3
2.	5.4
3.	5.5
4.	11.3
5.	14.10

ExamsTraining

Activity answers

On the day of the exam, you may open question paper packets **in the secure room** within **90 minutes** of the awarding body published starting time for certain arrangements

Permitted Arrangement		ICE Reference
1.	Opening question paper packets to make them into more appropriately sized sets for different rooms/sites	5.3
2.	Question paper on coloured paper/enlarged paper	5.4
3.	Computer reader (arrangement approved by Access Arrangements Online)	5.5
4.	Alternative site arrangement	11.3
5.	Colour naming by the invigilator for candidates who are colour blind (photocopying question paper where beneficial)	14.10

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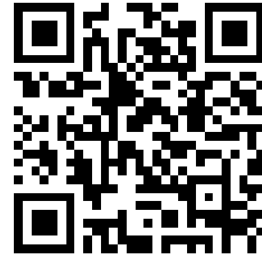
Task & Discussion

- Are contingency measures in place in your centre to ensure that confidential exam materials are handled in line with JCQ regulations?

- Who are the keyholders to your secure exam room and secure storage facility and are they aware of their responsibilities? Are they being fully utilised to support the exams officer or act as a contingency measure?

- Do/could you have a role to play in the process of handling confidential exam materials?

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Access arrangements

Access arrangements are pre-examination adjustments for candidates based on evidence of need and normal way of working

Access arrangements allow candidates with special educational needs, disabilities or temporary injuries to access the assessment without changing the demands of the assessment. For example, the use of readers and scribes

Awarding bodies are required to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment (e.g. Braille paper for a vision impaired candidate)
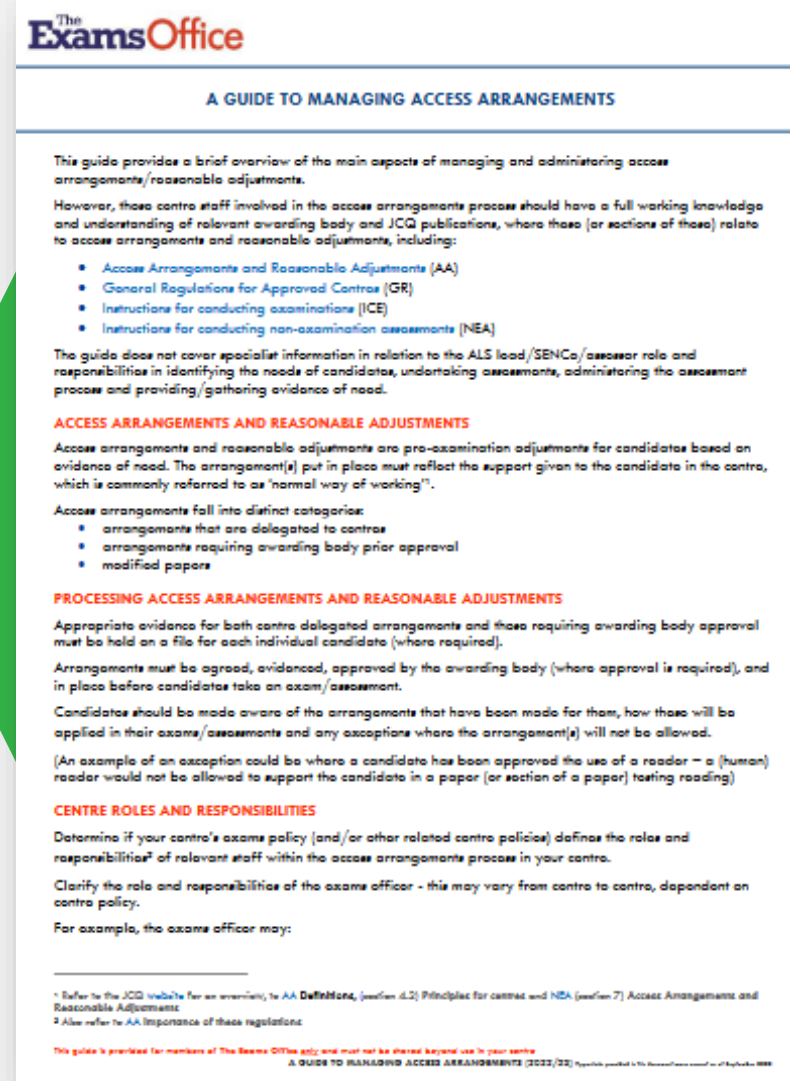
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- Information for invigilators (seating plan)

- Emergency access arrangements

- Act as or instruct the roving invigilator

- Emergency evacuation instructions for access arrangement rooms

Submitting applications via AAO
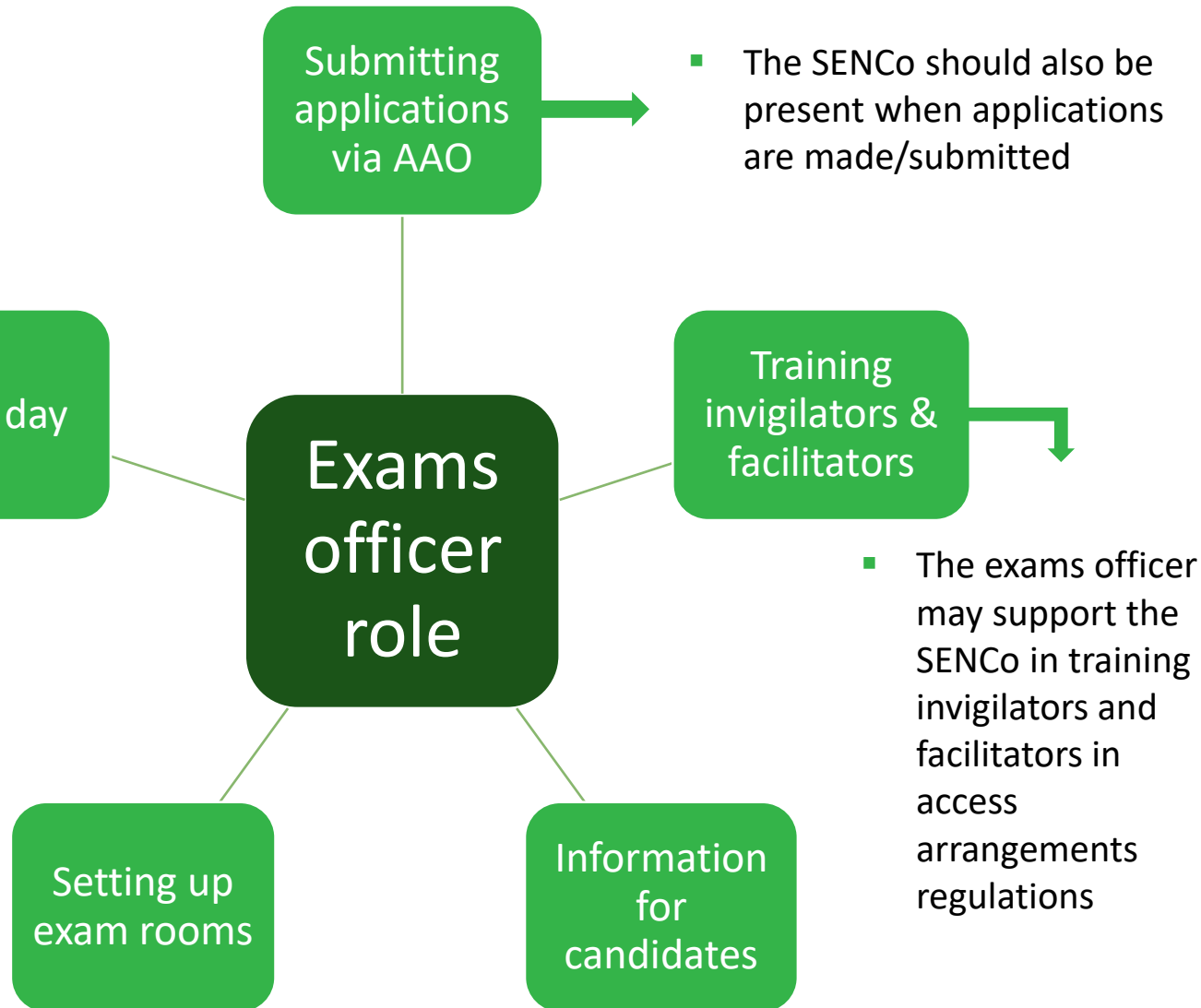
- The SENCo should also be present when applications are made/submitted

Exam day

Exams officer role

Training invigilators & facilitators

- The exams officer may support the SENCo in training invigilators and facilitators in access arrangements regulations

Setting up exam rooms

Information for candidates

'The SENCo, fully supported by teaching staff and members of the senior leadership team, **must** lead on the access arrangements/reasonable adjustments process' (JCQ *Access Arrangements and Reasonable Adjustments*, page 1)

The Exams Office January 2023 article – 'Access arrangements: The role and responsibilities of the exams officer'

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Application deadlines

Access arrangements and modified papers

Exam series	Arrangement	Final deadline
June 2023	Modified papers (GCE & GCSE)	31 January
June 2023	All other access arrangements (GCE & GCSE)	21 March

For information on how to make applications via Access Arrangements Online (AAO) see the JCQ *Access Arrangements and Reasonable Adjustments* booklet pages 74 & 75

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Extra time

There should be an agreed process for dealing with extra time candidates who request to leave the exam room before the end of their allotted extra time

Invigilation	▪ Invigilator(s) must be informed in advance of the examination which candidates have been granted extra time ▪ Invigilator(s) will be required beyond the timetabled end of the examination
Rooming	▪ Candidates may be taking their examination in a separate room
Seating	▪ Extra time candidates should be seated where they cannot be disturbed as other candidates exit the room at the end of the examination
Timetabling	▪ Candidates should carry on uninterrupted for the necessary additional time ▪ Extra time may impact upon a candidate's timetable, possibly resulting in a timetable clash and an examination being moved

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Supervised rest breaks

The SENCo should have explored and trialled the option of supervised rest breaks through timed internal tests and mock examinations before making an application for 25% extra time (JCQ *Access Arrangements and Reasonable Adjustments*, section 5.1)

Invigilation	- Invigilator(s) must be informed in advance of the examination which candidates have been granted supervised rest breaks - Candidates will need to be supervised during rest breaks and beyond the timetabled end of the examination - Supervised rest breaks should be logged
Rooming	Will candidates be undertaking their supervised rest break in another room?
Timetabling	- Candidates should carry on uninterrupted for the necessary additional time - Rest breaks may impact upon a candidate's timetable, possibly resulting in a timetable clash and an examination being moved

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Reader or scribe

Invigilation	- The invigilator must be aware of the regulations - Where the candidate and reader/scribe are accommodated separately, on a one to one basis, the invigilator may additionally act as the reader - Where the invigilator also acts as the reader/scribe, then a 'roving' invigilator must be used
Rooming	Candidates requiring a reader/scribe must be seated/roomed where they cannot be heard by other candidates
Timetabling	Will extra time be applied for? If so, will this impact upon timings of other examinations taking place?

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Separate invigilation within the centre

Invigilation	▪ Ensure that you have sufficient invigilators for separately accommodated candidates
Rooming	▪ An additional exam room will be required which must be set up in line with the regulations
Timetabling	▪ Will separate invigilation be required for the candidate for the remainder of the exams series?

Note: Nervousness, low level anxiety or being worried about examinations is **not** sufficient grounds for separate invigilation within the centre

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Word processor

Invigilation	▪ The invigilator must be aware of the regulations for the use of word processors ▪ The script must be printed after the exam is over – the candidate must be present to verify that the work printed is their own
Rooming	▪ Word processors (or tablets) must be sufficiently charged for the duration of the exam or the exam room have power points to ensure they remain charged
Seating	▪ Other candidates must not be disturbed or be able to see other candidates' screens

Note: The use of a word processor must reflect the candidate's normal way of working within the centre. A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations or can work faster on a keyboard, or because he/she uses a laptop at home

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Emergency access arrangements

Invigilation	▪ Additional invigilators may be required if the candidate is accommodated separately
Rooming	▪ If another room is required, it must be set up in accordance with the JCQ regulations
Seating	▪ Candidates may need to be seated near an exit or require additional support

An emergency access arrangement would apply to a candidate with a temporary illness, a temporary injury or other temporary indisposition at the time of the assessment which is clearly evidenced – for example, a broken arm

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Activity

- A candidate arrives on the morning of the GCSE maths exam with a broken arm. Put the actions listed below in the order you think they should be undertaken. Can you think of any other actions which need to be considered?

  o Apply for emergency access arrangement/s – e.g. scribe

  o Address rooming/seating arrangements

  o Organise supervised rest breaks, if required

  o Apply for special consideration (where appropriate)

  o Organise an appropriate member of staff to act as the scribe

  o Ask the candidate if they are right or left-handed

  o Organise appropriate invigilation

  o Allow the candidate to undertake the examination

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Activity answer

○ Step 1 - Ask the candidate if they are right or left-handed

○ Step 2 - Allow the candidate to undertake the examination

○ Step 3 - Organise an appropriate member of staff to act as the scribe

○ Step 4 - Address rooming/seating arrangements

○ Step 5 - Organise appropriate invigilation

○ Step 6 - Organise supervised rest breaks, if required

○ Step 7 - Apply for emergency access arrangement/s – e.g. scribe

○ Step 8 - Apply for special consideration (where appropriate)

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Task

- Meet with your SENCo and exams officer and confirm their roles and responsibilities

- Ensure that:
  - The exams officer is aware of the candidates who require an access arrangement and the type of access arrangement required
  - Facilitators/invigilators are trained to support/supervise candidates
  - Those facilitating an access arrangement in a separate room on a 1:1 basis (and the roving invigilator) receive invigilator training

- The exams officer should be prepared for undertake tasks prior to exams (e.g. rooming, providing information to candidates)

- Confirm arrangements for candidates granted 25% extra time (e.g. to which subjects.in which exams this will be applied, policy over extra time candidates requesting to leave before the end of their allotted time

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Assessment

When planning and preparing, consider the different types of assessment you will need to manage. This may include:

- Timetabled written exams

- Practicals and performances

- Speaking tests

- Listening exams

- Onscreen exams

- Non-examination assessment (NEA) and coursework

How are the qualifications your centre delivers assessed?

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Internal assessment

- Where a component or unit is internally assessed, it will be marked by the centre and externally moderated by the awarding body

- Confirm your role and responsibilities

- Consider:
  - Awarding body and JCQ instructions and regulations
  - Awarding body key dates and deadlines
  - Your centre's assessment schedule
  - The centre written internal appeals procedure
  - Briefing candidates

The Exams Office

A GUIDE TO ADMINSTERING INTERNAL ASSESSMENT

This guide provides a brief overview to support the administration of internal assessment.

Internal assessment, as referred to in this guide, relates to those elements (components/units) of certain qualifications that are marked (assessed) and internally standardised/verified by centre staff and externally moderated/monitored by awarding bodies. This includes coursework and non-examination assessments.

- **Coursework** (in JCQ terms) relates to AQA Applied General qualifications, OCR Cambridge Nationals, CCEA GCE unitised AS and A-level qualifications, Entry Level Certificate (ELC) and Project qualifications
- **Non-examination assessments**[1] (in JCQ terms) relate to reformed GCE & GCSE specifications

Relevant staff in centres should have a full understanding and working knowledge of JCQ and awarding body instructions, regulations and guidance in relation to coursework and non-examination assessments.

Endorsements

Some components of non-examination assessment for certain qualifications may be endorsed components. Grades are awarded by the centre and common monitoring arrangements by awarding bodies are in place.

GUIDANCE ON CONDUCTING INTERNAL ASSESSMENT

JCQ provides generic instructions[2] for conducting coursework (ICC) and non-examination assessments (NEA).

Awarding bodies provide subject-specific guidance - subject teachers must refer to awarding body specifications and subject-specific documentation.

Centre consortium arrangements

Where candidates from different centres are taught and assessed together (under joint teaching arrangements) for a qualification which contains a centre-assessed component/unit but will be entered through the centre at which they are on roll, the relevant awarding body must be informed that the centres wish to be treated as a consortium.

The awarding body must be notified (by the centre nominated as consortium co-ordinator / lead). Centre consortium arrangements[3] should be submitted using CAP to the awarding body deadline for the relevant exam series.

POLICIES AND PROCEDURES

Centres are required[4] to have in place an internal appeals procedure relating to internal assessment decisions and a policy regarding the management of GCE and GCSE non-examination assessments.

(See as example/refer to use of: EXAM POLICY TEMPLATES / POLICY GENERATOR TOOL)

INFORMATION FOR CANDIDATES

The relevant JCQ information for candidates documents must be distributed[5] to candidates (whether electronically or in hard copy format) prior to assessments so candidates know what they must and must not do when they are producing/completing their assessment/work.

_____

[1] Refer to Ofqual summaries of changes to GCSEs www.gov.uk/government/publications/gcse-changes-a-summary/summary-of-changes-to-gcses-from-2015 and AS and A levels www.gov.uk/government/publications/as-and-a-level-changes-a-summary/summary-of-changes-to-as-and-a-levels-from-2015 to understand the subjects containing components of non-examination assessment.
[2] Refer to ICC (Introduction) and NEA (Foreword) to confirm understanding of what coursework and non-examination assessment is
[3] Refer to NEA (section 6.3) and JCQ Online Forms (Guidance notes)
[4] Refer to JCQ's General Regulations for Approved Centres (GR, section 5.7), ICC (section 6.4) and/or NEA (section 1)
[5] Refer to GR (section 5.8)

This guide is provided for members of **The Exams Office** _only_ and must not be shared beyond use in your centre

A GUIDE TO ADMINISTERING INTERNAL ASSESSMENT (2022/23)

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Internal assessment

Centre marks assessments and authenticates work

Centre carries out internal standardisation

Centre informs candidates of marks (internal appeals procedure applies)

Centre submits marks and any required documentation to the awarding body

Awarding body requests sample / sample is pre-selected

Centre submits sample and any required documentation

Awarding body conducts external moderation

Centre receives outcomes on results day

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Task

- Ensure subject staff are:
  - aware of the structure of a qualification and internal assessment requirements
  - the information which needs to be provided to the exams officer
  - the information which must be forwarded to the relevant awarding body/bodies
  - prepared to respond to awarding body requests for information

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Timetables, rooming and seating plans

JCQ *Instructions for conducting examinations*

- Timetables – sections 6, 7 & 8

- Rooming – section 11

- Seating plans – sections 11 & 12

Timetables

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Awarding Body Timetables

Exam timetables are available on awarding body websites

The Exams Office
Exams Timetable Tool

Exam dates are also included in awarding body basedata

Centre Timetable

Create a centre timetable and include information such as:

- Date of exam
- Qualification details
- Duration of exam
- Exam session (AM/PM)
- Total number of candidates entered

Candidate Timetable
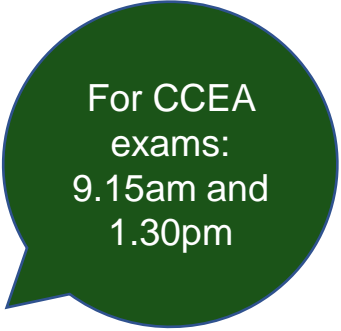
Make sure candidates are given details of their exams – you might want to use Candidate Statements of Entry

Ensure students and parents are aware of the Summer 2023 contingency days – 8 June (PM), 15 June (PM) and 28 June

ExamsTraining

Starting time for examinations

JCQ awarding body published starting times for exams:

- **9.00AM – Morning session**

- **1.30PM – Afternoon session**

For CCEA exams: 9.15am and 1.30pm

Centres may start exam sessions **up to 30 minutes earlier or later** than the published starting time without prior permission from the awarding body

Exam Session	JCQ awarding body published starting time	Earliest centre starting time	Latest centre starting time
Morning	9.00am	8.30am	9.30am
Afternoon	1.30pm	1.00pm	2.00pm

ExamsTraining

Starting times for examinations – maintaining security

- How long must candidates be kept under centre supervision?

Exams lasting one hour or more (JCQ ICE 6.4 and 6.5)		Exams lasting less than one hour (JCQ ICE 6.6 and Appendix 2)
Centre starts the exam **earlier** than the published starting time	Centre starts the exam **later** than the published starting time	Centre starts the exam **earlier or later** than the published starting time
⬇	⬇	⬇
Until **one hour** after the published starting time	From **30 minutes** after the published starting time until they start the exam	Until the **published finishing time** of the exam

Question papers must also be kept secure

ExamsTraining

Activity

Consider the scenarios in the table opposite

What time must candidates be kept under centre supervision from or until?

JCQ *Instructions for conducting examinations*, section 6 and Appendix 2

Exam starting times and supervision of candidates

1. A Level Geography AM, 2h duration. Centre starts exam at **9.30am**

Examination runs 9.30am – 11.30am	**Candidates must be kept under centre supervision from…**

2. GCSE Chemistry PM, 1h 15m duration. Centre starts exam at **1.00pm**

Examination runs 1.00pm – 2.15pm	**Candidates must be kept under centre supervision until…**

3. GCSE French AM, 30m duration. Centre starts exam at **8.30am**

Examination runs 8.30am – 9.00am	**Candidates must be kept under centre supervision until…**

![ExamsTraining]

Activity

Consider the scenarios in the table opposite

What time must candidates be kept under centre supervision from or until?

JCQ *Instructions for conducting examinations*, section 6 and Appendix 2

Exam starting times and supervision of candidates

1. A Level Geography AM, 2h duration. Centre starts exam at **9.30am**

| Examination runs 9.30am – 11.30am | Candidates must be kept under centre supervision from… **9.30am** |

2. GCSE Chemistry PM, 1h 15m duration. Centre starts exam at **1.00pm**

| Examination runs 1.00pm – 2.15pm | Candidates must be kept under centre supervision until… **2.30pm** |

3. GCSE French AM, 30m duration. Centre starts exam at **8.30am**

| Examination runs 8.30am – 9.00am | Candidates must be kept under centre supervision until… **9.30am** |

ExamsTraining

Timetable variations

- Under certain circumstances you can vary the timetable and move exams between different sessions and/or change the start times

  o To resolve a timetable clash

  o Where the size of the cohort means it's not possible for all candidates to sit the exam at the same time

- The security of the exam must always be maintained, and candidates supervised in line with the JCQ regulations – *Instructions for conducting examinations*, sections 7 and 8

ExamsTraining

Timetable clashes

Two or more exams timetabled in the same exam session within the same day

Total time is **3 hours or less**

Two or more exams timetabled in the same exam session within the same day

Total time is **more than 3 hours**

Multiple exams (three or more) are timetabled on the same day

Total time is **more than six hours for GCE** and **more than five and half hours for GCSE**

An exam cannot be moved to an earlier or later session

An exam can be moved to an earlier or later session within the same day

Once all other options have been exhausted, an exam can be moved to the following morning (including Saturdays)

ExamsTraining

Managing timetable clashes

- The regulations (JCQ *Instructions for conducting examinations*, sections 7 and 8)

- Identifying timetable clashes

- Resolving timetable clashes – discuss options with candidates where applicable

- Briefing candidates (and parents)

- Briefing invigilators

- Seating plans

- Maintaining the security of the exam:

  o Keeping question papers secure

  o Candidate supervision arrangements

ExamsTraining

Rooming

- You need to determine where exams and assessments will be held

- Any room in which an exam is held must provide candidates with appropriate conditions for taking the exam

- Internal school tests and mock exams cannot take place in the same room when an external exam is being conducted (JCQ ICE, section 11.16)

ExamsTraining

Managing rooming

- Complete a room 'audit' before you allocate rooms to check they are suitable

- Calculate the number of rooms required

- Select rooms which are appropriate for the type of assessment taking place

- Consider rooming for candidates with access arrangements or other requirements

- Consider where candidates will store personal belongings (e.g. bags, mobile phones)

- Book rooms well in advance

- Liaise with relevant staff

ExamsTraining

Activity

Timetable and candidate information

Task

1. Decide how you will seat all the examinations below, taking into account students with access arrangements and clashes.
2. Decide how many invigilators you will need for each room.
3. Write your answers on the room diagram opposite, with the number of invigilators in the dotted boxes.

The following examinations will be taken by students:

Awarding Body	Qualification	Subject	Duration	No. of students	Access arrangements	Clash
Pearson/Edexcel	GCSE	Psychology	1h	14		
AQA	GCSE	History	2h	117	7 candidates require word processors	
OCR	GCE	Geography	1h 30m	72	2 candidates are entitled to 25% extra time	
OCR	GCSE	Business Studies	1h	26		4 candidates are also taking GCSE Psychology

KEY

☎ Telephone

🏃 Fire escape

⎶ Fire alarm

⌐ Door

| Window

▦ Stairs

Sports hall
(accommodates 200 - poor acoustics)

Assembly hall
(accommodates 120)

Deputy head's office
(accommodates 4)

Classroom
(accommodates 15)

Classroom
(accommodates 15)

Classroom
(accommodates 15)

Classroom
(accommodates 15)

☎ Corridor can be closed to general access, if required

ExamsTraining

Activity solution 1

Timetable and candidate information

Task

1. Decide how you will seat all the examinations below, taking into account students with access arrangements and clashes.
2. Decide how many invigilators you will need for each room.
3. Write your answers on the room diagram opposite, with the number of invigilators in the dotted boxes.

The following examinations will be taken by students:

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OCR	GCE	Geography	1h 30m	72	2 candidates are entitled to 25% extra time	
OCR	GCSE	Business Studies	1h	26		4 candidates are also taking GCSE Psychology

KEY

Telephone

Fire escape

Fire alarm

Door

Window

Stairs

* You might seat the 25% extra time students in a corner of the room furthest from the exit

Sports hall *(accommodates 200 - poor acoustics)* — **4**

History: 110 students (2h)

Assembly hall *(accommodates 120)* — **4**

Geography: 72 students (1h 30m) includes 2 x 25% extra time students*

Business Studies: 22 students (1h)

Psychology: 14 students (1h)

Deputy head's office *(accommodates 4)* — **1**

4 clash students: Business/Psychology

Classroom *(accommodates 15)*

Classroom *(accommodates 15)* — **1**

History: 7 x WP students (2h)

Classroom *(accommodates 15)*

Classroom *(accommodates 15)*

Corridor can be closed to general access, if required

ExamsTraining

Activity solution 2

Timetable and candidate information

Task

1. Decide how you will seat all the examinations below, taking into account students with access arrangements and clashes.
2. Decide how many invigilators you will need for each room.
3. Write your answers on the room diagram opposite, with the number of invigilators in the dotted boxes.

The following examinations will be taken by students:

Awarding Body	Qualification	Subject	Duration	No. of students	Access arrangements	Clash
Pearson/Edexcel	GCSE	Psychology	1h	14		
AQA	GCSE	History	2h	117	7 candidates require word processors	
OCR	GCE	Geography	1h 30m	72	2 candidates are entitled to 25% extra time	
OCR	GCSE	Business Studies	1h	26		4 candidates are also taking GCSE Psychology

KEY

📞 *Telephone*

🏃 *Fire escape*

⎃ *Fire alarm*

◗ *Door*

| *Window*

▦ *Stairs*

Sports hall *(accommodates 200 - poor acoustics)* — [6]

History: 110 students (2h)

Geography: 70 students (1h 30m) – sat nearest the exit

Assembly hall *(accommodates 120)* — [2]

Business Studies: 22 students (1h)

Psychology: 14 students (1h)

Deputy head's office *(accommodates 4)* — [1]

4 clash students: Business/ Psychology

Classroom *(accommodates 15)*

Classroom *(accommodates 15)* — [1]

History: 7 x WP students (2h)

Geography: 2 x 25% extra time students students (2h)

Classroom *(accommodates 15)*

Classroom *(accommodates 15)*

Corridor can be closed to general access, if required

ExamsTraining

Seating plans

- The centre must create a seating plan that shows the exact position of each candidate in the exam room

- Any changes made to seating arrangements during the exam must be noted on the seating plan

- You may be able to use your centre MIS to create seating plans

ExamsTraining

Seating plans

- A seating plan must be produced for each exam room

- Candidates should normally be seated in candidate number order

- Candidates with access arrangements must be identified on the seating plans that are held as part of the centre records

- The seating plan must be available to an awarding body upon request

- Keep signed records of the seating plan until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later

ExamsTraining

Managing seating plans

- How you create your seating plans will depend on the circumstances in your centre

- Key points to consider:

  o The JCQ requirements

  o Room layout and capacity

  o Whether exams in more than one subject will be taking place in the same room

  o Candidates with access arrangements and other requirements

  o Candidates with timetable clashes

Inform candidates of seating arrangements

Brief your invigilators about the seating plan before the start of each exam

ExamsTraining

Activity

- You have one exam room which seats a maximum of 45 candidates

- Produce a seating plan for the following exams

GCSE Geography
1h 30m (AM session)

- 30 candidates in total
  - 6 candidates have 25% extra time
  - 1 candidate uses a laptop
  - 1 candidate is feeling unwell

A Level Economics
2h (AM session)

- 9 candidates in total
  - 1 candidate has a broken leg
  - 2 candidates have a timetable clash
  - 1 candidate experiences anxiety when taking exams

ExamsTraining

	A	B	C	D	E
Row 9					
Row 8					
Row 7					
Row 6					
Row 5					
Row 4					
Row 3					
Row 2					
Row 1					
Entrance & Exit (Front of room)	A	B	C	D	E

ExamsTraining

	A	B	C	D	E
Row 9	GCSE: Laptop	Keep free	GCSE		A Level: exam stress
Row 8	Keep free	Keep free	GCSE	GCSE: extra time	
Row 7	GCSE	GCSE	GCSE	GCSE: extra time	A Level
Row 6	GCSE	GCSE	GCSE	GCSE: extra time	A Level
Row 5	GCSE	GCSE	GCSE	GCSE: extra time	A Level
Row 4	GCSE	GCSE	GCSE	GCSE: extra time	A Level
Row 3	GCSE	GCSE	GCSE	GCSE: extra time	A Level
Row 2	GCSE	GCSE	GCSE		A Level: timetable clash
Row 1	GCSE: candidate feeling ill	GCSE	GCSE	A Level: broken leg	A Level: timetable clash
Entrance & Exit (Front of room)	A	B	C	D	E

ExamsTraining

Task

- Support your exams officer in acquiring a sufficient number of rooms for each exam day/resolve any issues with staff who object/refuse to be displaced from their room/sports hall

- Ensure that your exams officer has priority in acquiring the necessary number of rooms for each exam day

ExamsTraining

Briefing candidates, parents/carers and centre staff

CANDIDATE EXAM HANDBOOK
2022/23

This handbook is reviewed and updated annually

Produced/reviewed by

Date of next review	

ExamsTraining

Information for candidates

- JCQ information and documents

- Relevant centre policies

- Contingency plans for any disruption to exams

- Timetable clash information

- Access arrangements – the approved access arrangement and how it will be applied during the exam

- Private candidates:

  o Information relating to exam entries, dates and times of exams and assessments, arrangements for results and post-results services

ExamsTraining

Information for candidates

- Candidate number

- Exam timetable and exam start times

- Exam seating information

- Identification requirements

- Instructions for personal belongings

- What to bring for an exam – authorised and unauthorised material

- What to do if they are late for an exam

- Role of the invigilator

- Malpractice warnings

- What to do in the event of absence/illness on an exam day

- Summer 2023 contingency days – candidates must be made aware of the arrangements and be encouraged to remain available up to and including the last contingency day (28 June 2023)

ExamsTraining

How to inform candidates

- Briefing sessions (e.g. assembly) led or supported by SLT/Head of Year

- During class/teaching time

- Hard copy – a *Candidate Exam Handbook* (template available from The Exams Office website)

- Electronic – via the school/college website

- Other methods – e.g. parents' evening, newsletters

- The Exams Office *Instructions for Candidates* video

ExamsTraining

This is not an exhaustive list
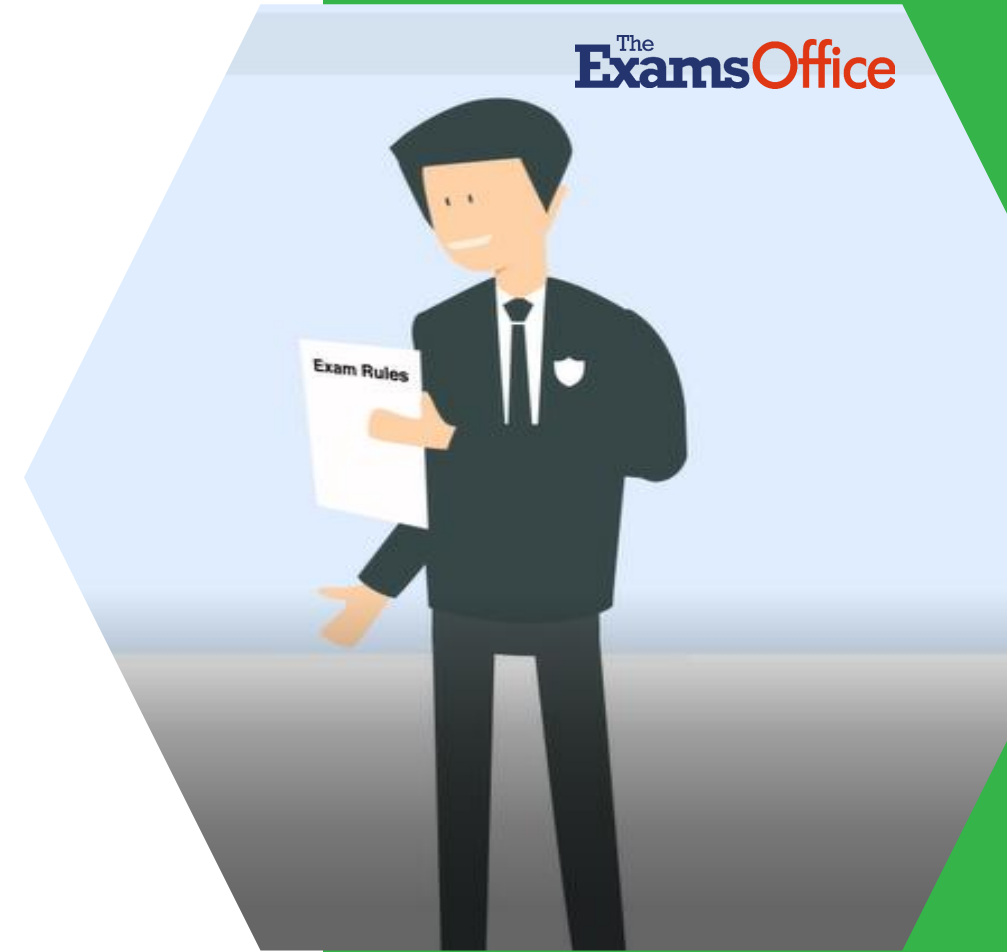
Information to cover during a candidate briefing

Exam day information
- Checking candidate timetables and instructions for timetable clashes
- Specific centre instructions (e.g. arrival/start times, seating arrangements, water bottles)
- Authorised and unauthorised equipment (e.g. black pen, pencil cases, gel pens, calculators)

Regulations
- Exam room conditions (highlight the JCQ *Warning to Candidates* and *Unauthorised items* posters)
- Role of the invigilator
- Examples of malpractice and indicative sanctions (e.g. mobile phones, watches)

Other information
- What candidates should do if they are late for an exam
- What candidates should do if they feel ill on the day of the exam
- Instructions in the event of an emergency evacuation of the exam room

ExamsTraining

Instructions for candidates video

- See https://youtu.be/sifbrx9_do4

ExamsTraining
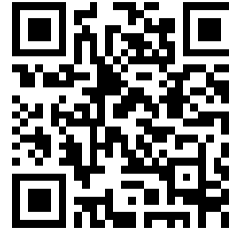
Information for centre staff

- 'Notice to centres: The people present in the examination room' – JCQ ICE, Appendix 8

- Centre contingency plan for any disruption to examinations – JCQ ICE, section 15.3

- Question papers must not be released to centre staff until after the awarding body's published finishing time for the exam, or in the case of a timetable variation, until all candidates within the centre have completed the exam (excludes CCEA exams) – JCQ ICE, section 31

- Relevant staff must be made aware of the post-results process

Appendix 8 Notice to centres:
The people present in the examination room

Produced on behalf of AQA, City & Guilds, CCEA, OCR, Pearson and WJEC

The JCQ awarding bodies wish to provide further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators.

Section 17 of these *Instructions* provides clarity on who may be present in the examination room.

The head of centre has a duty to maintain the integrity of the examination and to ensure that fully trained invigilators are in place for examinations and on-screen tests.

Invigilators must have been trained to undertake their duties (see section 12 of these *Instructions*).

Rules relating to centre staff other than exams officers and invigilators

Senior members of centre staff approved by the head of centre, who have not taught the subject being examined, may be present at the start of the examination(s). When entering an examination room, the senior member of centre staff must identify themselves and their purpose for being there to the senior invigilator and/or exams officer.

Senior members of centre staff have a very clear role. Principally:

- to assist with the identification of candidates;
- to deal with any disciplinary matters;
- to check that candidates have been issued with the correct question paper for the day, date, time, subject, unit/component and tier of entry if appropriate;
- to check that candidates have the appropriate equipment and materials for the examination;
- to commence the examination.

Under no circumstances may members of centre staff:

- be present at the start of the examination and then sit and read the examination question paper before leaving the examination room;
- enter the examination room with the intention of accessing the examination question paper;
- have access to the examination question paper unless this is specifically requested by either the exams officer or an invigilator. For example, a possible printing error has been identified and, in the absence of an erratum notice, the exams officer needs this verified by the relevant subject teacher before reporting the issue to the awarding body;
- give any indication of their opinion of a question paper to candidates, verbally or otherwise, having been asked to inspect the content;
- communicate with candidates, (except in timed Art tests and timetabled CCEA and WJEC GCE A2 Science Practical examinations or where maintaining discipline in the examination room). This constraint extends to coaching candidates, reminding candidates which section(s) of the question paper to answer or which questions they should answer;
- enter the examination room and approach candidates, either to prompt them to make an attempt at the examination or to provide support and encouragement;
- enter the examination room and read candidates' scripts.

Support and encouragement may be offered at any point up until the time that candidates enter the examination room. From that moment onwards they are under formal examination conditions and the strict protocols must be adhered to.

ExamsTraining

Task & Discussion

- Are you involved in briefing candidates and staff on exam regulations?

- Is an assembly/briefing planned for candidates in your centre? If so, what will be included in this assembly/briefing?

- Is it necessary to brief parents? If so, what information will you share with them?

- Will a senior leader be present at the start of an examination? If so, which tasks will he/she be undertaking?

ExamsTraining

Preparing your invigilators

JCQ *Instructions for conducting examinations*, section 12

HEY YOU!

COULD YOU BE AN EXAM INVIGILATOR?

You will <u>require</u> the following expert skills

1) The ability to walk *really* slowly.
2) The ability to tell students to "be quiet" when they all already know this.
3) The ability to confiscate random items such as bottles or pens for no reason.
4) A fierce hatred of fun.

NICE PEOPLE NEED NOT APPLY

ExamsTraining

Training invigilators

- A training session must be held for any new invigilators and those facilitating an access arrangement for a candidate under examination conditions

- An update meeting must be held for the existing invigilation team so that they are aware of any changes

- Centres must ensure that the **testing** of invigilators' **competence** and their **understanding of these regulations** is **rigorous**. This must also extend to those facilitating an access arrangement

- A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later

ExamsTraining

Invigilator training: Areas to cover

The JCQ *Instructions for conducting examinations* reference is in brackets

- Invigilation arrangements (section 12)
- Resources for exams (sections 9 & 10)
- Accommodation (section 11)
- Identifying candidates (section 16)
- The people present in the exam room (section 17)
- Question papers, stationery, materials and other equipment (section 18)
- Starting the exam (section 19)
- Supervising candidates (section 20)
- Candidates who arrive late/very late (section 21)
- Completing the attendance register (section 22)

- Leaving the exam room (section 23)
- Dealing with malpractice (section 24)
- Dealing with irregularities/emergencies (section 25)
- Finishing the examination (section 26)
- Collecting & checking scripts (section 27)
- Access arrangements - facilitators, invigilators and roving invigilators (JCQ ICE and AA/RA)
- Conducting on-screen tests (Appendix 1)
- Exam changes for the current academic year

See **The Exams Office** *Invigilator Training Record* and *Centre Specific Invigilator Training Record*

ExamsTraining

JCQ information

- Invigilators must be aware of the following JCQ information (JCQ ICE sections 12.2 and 12.7):

  o The relevant content of the JCQ *Instructions for conducting examinations* publication

  o *Checklist for invigilators* (for written examinations)

  o *Unauthorised items* poster

  o *Warning to candidates* poster

  o *Information for candidates for written examinations*

  o *Information for candidates for on-screen tests* (if applicable)

JCQ Joint Council for Qualifications CIC

REVISION ONE

Instructions for conducting examinations

1 September 2022 to 31 August 2023

For the attention of heads of centre, senior leaders within schools and colleges and examination officers.

Published on: 1 September 2022

Revision one: 25 October 2022

Produced on behalf of:

AQA City & Guilds CEA OCR Pearson wjec cbac

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ExamsTraining

Existing invigilators – 'update' meeting

Below is an example of some areas which could be covered with your existing invigilators:

- Regulation changes in JCQ *Instructions for conducting examinations*

- A review of the previous summer exams series (nationwide, across all centres)

- A review of the previous summer exams series (specific issues within your centre)

- Reminder/review of key areas to consider (e.g. key documents, amending candidates' scripts, defining exam room conditions)

- Centre specific instructions (see *Centre Specific Invigilator Training Record*)

- Centre specific instructions (e.g. support for the exams officer on the day of the exam, exam room set up)

- Access arrangement candidates (if your invigilators are facilitating/invigilating access arrangements)

- Discussion on how competence will be tested and improved

ExamsTraining

What is 'competence' and how do you test it?

Cambridge dictionary definition of competence:

The ability to do something well (successfully or efficiently)

Testing the competence of your invigilators

- Do they ensure that the exam room is set up in accordance with JCQ regulations?

- Do they apply their knowledge of exam regulations when dealing with situations in the exam room?

- Do they maintain accurate records of incidents which occur in the exam room?

- How do they liaise with candidates, members of staff and their fellow invigilators?

- Do they follow your instructions?

ExamsTraining

Invigilator training options

Online

Two online certificated options:
- Invigilator Training and Assessment Modules (4 units)
- Invigilator Digital Accreditation (timed assessment)

Both cover relevant content of the JCQ ICE publication and content for facilitators of access arrangements

In-house

A training session for new and experienced invigilators delivered in your centre by an approved trainer from The Exams Office

This half-day session covers relevant content of the JCQ ICE publication and includes training for facilitators of access arrangements

Centre devised

The Exams Office has produced sixteen studio, school and animation-based videos to support exams officers in delivering a centre-devised invigilator training session

Each video includes an introduction to explain the content of each section to invigilators

Online
(Exam changes)

A certificated one-hour online Zoom/Teams session delivered by one of The Exams Office's subject matter experts

This session provides an update for your existing invigilation team of JCQ regulation changes for the current academic year

ExamsTraining

Task

- Confirm if your exams officer has the necessary number of invigilators ahead of the summer exam series. If there is a shortage, discuss how this can be overcome

- Support your exams officer in meeting JCQ regulations relating to invigilators/invigilation

- Support your exams officer in defining and assessing the competence of their invigilators

ExamsTraining

Exam time

Remember! During an exam series you may be managing different types of assessments:

- Timetabled written exams

- On-screen tests

- Timed Art examination

- Practicals and performances

- Speaking and listening exams

- Exams taken in an assessment window

The ExamsOffice

A GUIDE TO MANAGING EXAM TIME

The exams management and administration process that needs to be undertaken for each exam series is commonly referred to as the **exam cycle** and relevant tasks required within this grouped into the stages:

- planning
- entries
- pre-exams (exams preparation)
- exam time
- results and post-results

Exam time is the period when exams take place: when exam preparation is complete and the running and conducting of exams is the primary focus.

This guide highlights some of the key areas that need to be considered at exam time.

However, JCQ **Instructions for conducting examinations** (ICE) plus any additional awarding body instructions that may be provided must be fully followed when conducting exams in your centre.

CONDUCTING EXAMINATIONS

Ensure all ICE instructions that relate to exam time are known, understood and followed.

NON-EXAMINATION ASSESSMENTS

Windows of assessment for non-timetabled exams/assessments normally open well before the dated exam timetable starts. These are classed as non-examination assessments[1] (as nationally all candidates are not taking these at the same time but normally in a 'window' of time stipulated by the awarding body).

Certain assessments will need to be conducted under external conditions (instructions should normally be provided by the individual awarding body).

Where applicable to any subjects delivered in your centre, ensure awarding body instructions for conducting assessments are followed in relation to any specific invigilation and rooming requirements.

Moderator or examiner visits where applicable to certain qualifications/subjects, may also take place. Identify from awarding body guidance any documentation that needs to be prepared/provided to teaching teams in advance. This would normally apply to subjects with a practical/performance element.

QUESTION PAPERS AND EXAM MATERIALS

Awarding bodies normally send out question papers and other required exam materials well in advance of an exam/assessment date. Key dates and/or exams officer updates provided by awarding bodies should normally give an indication of when materials will be dispatched, allowing centres to determine when to expect these.

(Also refer to: KEY DATES CALENDAR TOOL)

In the interim (between receipt of the confidential materials for each exam and the date of the exam), **erratum notices** may be sent by the awarding body. Notices may be sent in hard copy or by a secure electronic method. Where appropriate, affix the notice to the relevant sealed question paper packet(s) in the secure storage facility to ensure the notice will not be overlooked at the time of the exam.

Examiner/marker address labels (where provided separately to attendance registers) should be safely stored, preferably in date and session order:

---

[1] To understand what is classed as NEA, refer to Instructions for conducting non-examination assessments (Foreword)

ExamsTraining

Managing an exam day

- The Exams Office *Exam Day Checklist* includes a *What to do in the event of… checklist*

- It covers steps to take to manage:

  o Emergency access arrangements

  o Candidates who are ill/distressed

  o Candidates who are absent from an examination

  o Candidates who arrive late for an examination

  o Suspected candidate malpractice

  o Serious disruption in the examination room

ExamsTraining

Managing an exam day

- The Exams Office has produced a series of animated videos which support exams officers in managing an exam day, and dealing with unexpected events, instances of malpractice and irregularities. The *Exam Day Checklist* animation includes:

  - Preparing for each exam session

  - After each exam session

  - Preparing for the next exam session/day

  - What to do if a candidate requires an emergency access arrangement(s) at the time of an exam

  - What to do if a candidate arrives for an exam and he/she is clearly unwell or extremely distressed

  - What to do if a candidate is absent from an exam

  - What to do if a candidate arrives late for an exam

  - What to do if a candidate arrives very late for an exam

  - What to do if a candidate is suspected of or committing actual malpractice in the exam room

  - What to do if there is a serious disruption in the exam room

The Exams Office
Exam Day Checklist

Contingency planning

It is a JCQ requirement for centres to have a written examination contingency plan which covers all aspects of examination administration

This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence

The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency. The potential impact of a cyber-attack should also be considered

JCQ *General Regulations for Approved Centres*, **section 5.3(x)**

- Exams Officer absence

- SENCo absence

- Teacher absence

- Centre unavailable

- Exam rooms unavailable

- Failure of IT systems

- Cyber-attack

- Invigilator shortage
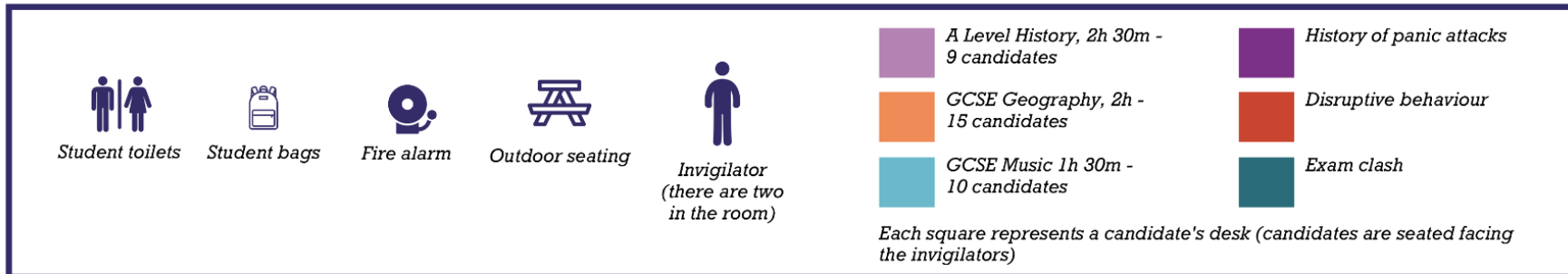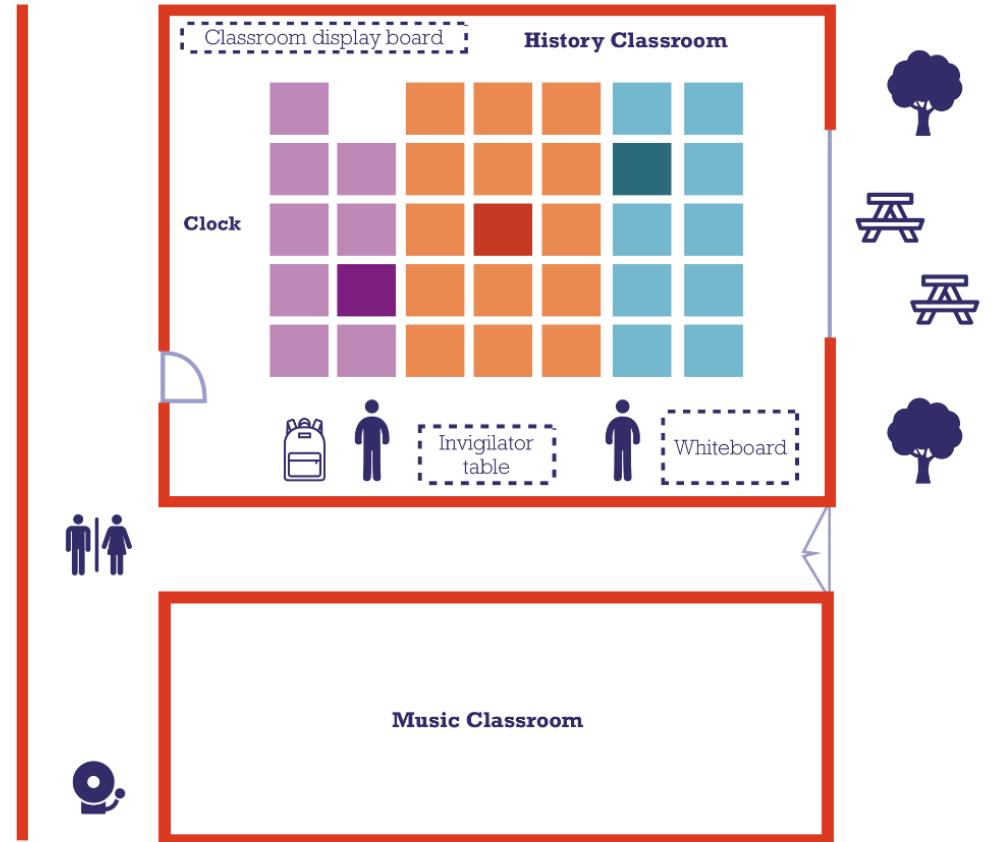
- Late arrivals

- Malpractice

- Emergencies

An *Exam Contingency Plan* template is available on The Exams Office website

ExamsTraining

Activity – Risk Assessment

There is always the potential for events to cause disruption to exams. You can reduce the chances of this by looking at the location and set up of your exam room/s and identifying any risks to the smooth running of exams. Once you have spotted risks, you can take action to reduce them.

On the diagram circle any areas that risk causing a disruption to exams and also think about the actions you would take to reduce each risk.

Classroom display board   History Classroom

Clock

Invigilator table   Whiteboard

Music Classroom

Student toilets

Student bags

Fire alarm

Outdoor seating

Invigilator (there are two in the room)

A Level History, 2h 30m - 9 candidates

GCSE Geography, 2h - 15 candidates

GCSE Music 1h 30m - 10 candidates

History of panic attacks

Disruptive behaviour

Exam clash

Each square represents a candidate's desk (candidates are seated facing the invigilators)
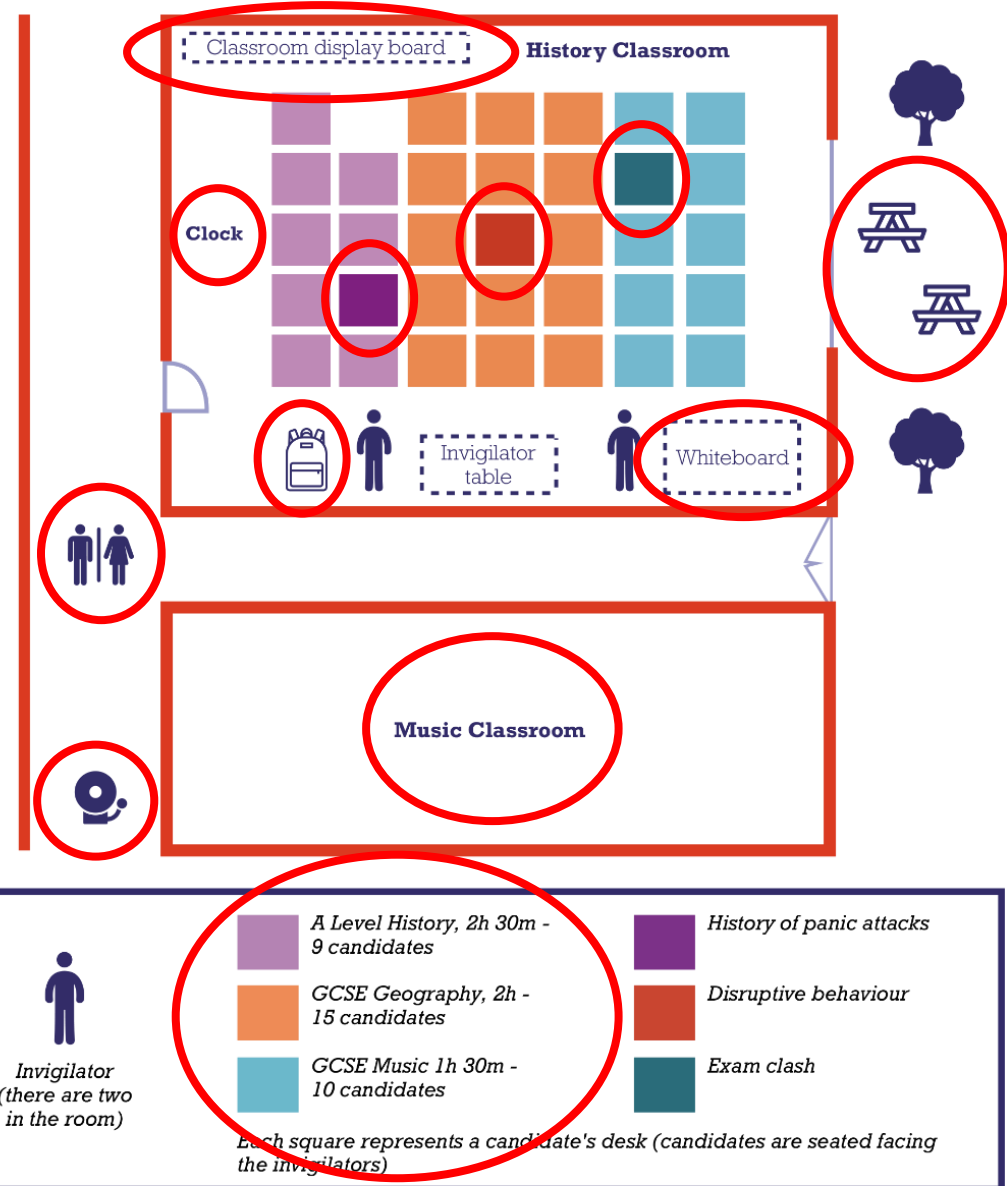
ExamsTraining

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ExamsTraining

Question papers

- Check for awarding body notices relating to errors or issues with question papers – this is known as an erratum notice

- Sealed question paper packets relating to a written exam must not be opened until the day, date and session of the exam (at time permitted by JCQ regulations)

- A member of centre staff, additional to the person removing the papers from secure storage must check the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened. **This check must be recorded**
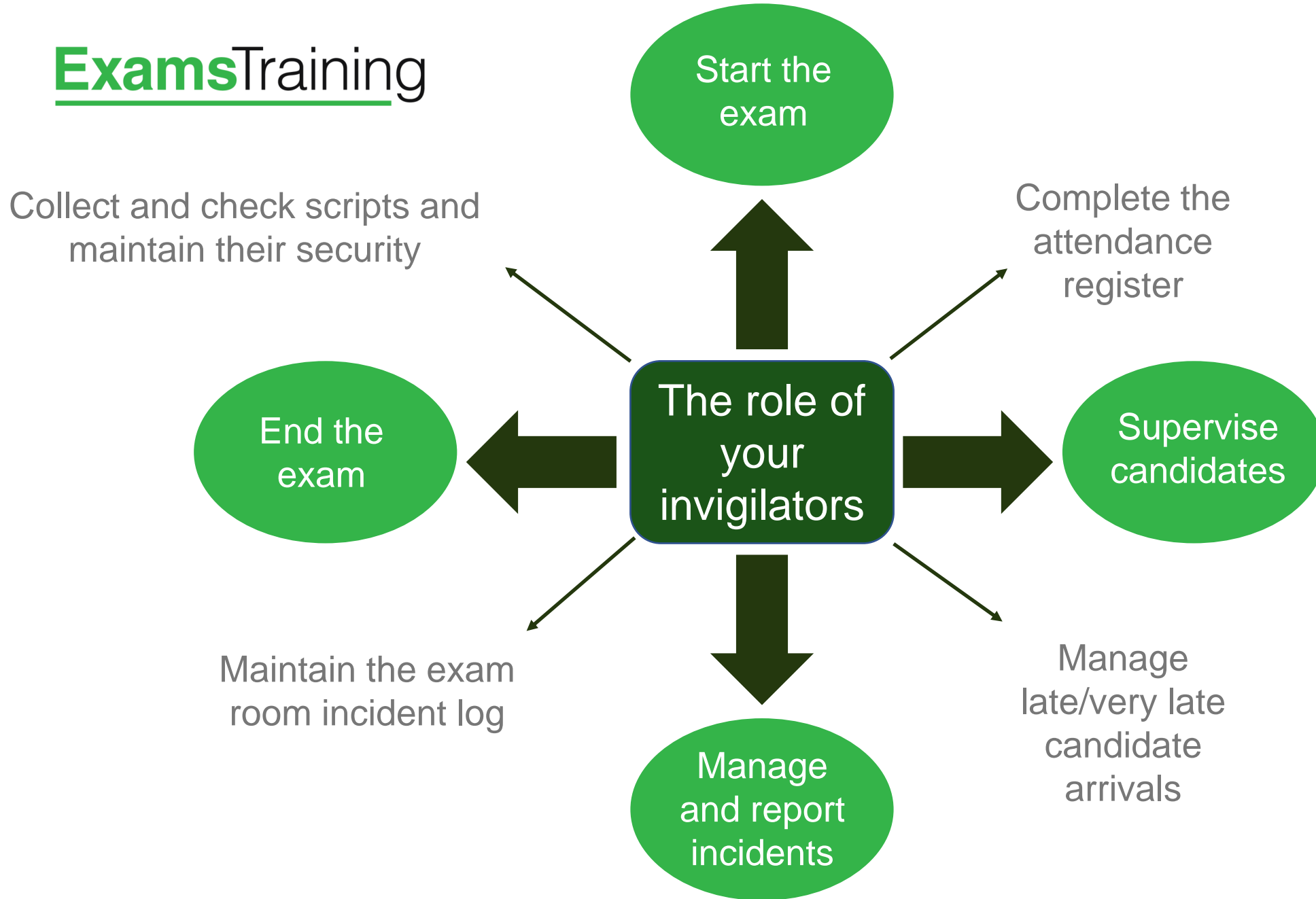
ExamsTraining

Unauthorised items – Yes, No… or Maybe?

ExamsTraining

Handling situations during the examination – The Exams Office videos

Supervising candidates

This video considers how invigilators should supervise candidates during an examination, remaining vigilant and aware of incidents or emerging situations, including instances of candidates:

- Copying work or allowing their work to be copied

- Causing a disturbance

- Feeling unwell

- Requiring a toilet break

Dealing with malpractice

This video highlights the various forms of malpractice and how invigilators should deal with two particular instances if they occur during an examination:

- A disruptive candidate – either intentional or unintentional

- A mobile phone ringing during an exam – whether a candidate has used the mobile phone or not

Dealing with an emergency

This video considers how invigilators should deal with an emergency evacuation of the examination room in the event of a fire alarm and the actions which must be taken. These include:

- The instructions given to candidates to ensure an orderly evacuation of the exam room

- The evacuation of the exam room

- The actions to be taken upon returning to the exam room

ExamsTraining

Candidates who arrive late

Exam duration	AM session: Late	AM session: Very late	PM session: Late	PM session: Very late
1 hour or more	Up to 10.00am	**After 10.00am** (more than 1 hour after the awarding body published starting time)	Up to 2.30pm	**After 2.30pm** (more than 1 hour after the awarding body published starting time)
Less than 1 hour	A candidate will be considered **very late** if they arrive after the awarding body published finishing time			
A candidate who arrives late may be allowed to sit the examination – this is at the discretion of the centre. If they are permitted to sit the examination the full time must be allowed				

Awarding body published starting times:

▪ Morning (AM) session: **9.00am**

▪ Afternoon (PM) session: **1.30pm**

ExamsTraining

Candidates who arrive very late for an examination

- If a candidate arrives very late for an examination, you must:

  o Send the exam script to the awarding body in the normal way

  o Complete and submit the *Report on candidate admitted very late to the examination room* within seven working days of the exam. This is done online via the JCQ Centre Admin Portal (CAP)

  o Warn the candidate that the awarding body may not accept their script

  o Pay particular attention to the maintenance of the security of the exam and the supervision of the candidate as the awarding body will carefully consider this when investigating

There is no requirement to complete a report for candidates who arrive late for an examination

ExamsTraining

Reporting candidate malpractice

- The candidate must be warned that the awarding body will be informed and may decide to penalise them

- The candidate should be warned of the possible penalties an awarding body may apply

- The invigilator must record what has happened on the *Exam room incident log*

- The head of centre must report to the awarding body immediately all cases of suspected or actual malpractice. Form JCQ/M1 – *Report of suspected candidate malpractice* must be completed and submitted to the relevant awarding body

- Exam scripts should be packed and dispatched in the normal way

- Form JCQ/M1 must be submitted separately to the awarding body

See The Exams Office website for a *Suspected malpractice: candidate notification form* template

ExamsTraining

Candidate malpractice

Sanctions imposed by awarding bodies can include:

- No further action
- Written warning
- Loss of marks
- Disqualification from the whole qualification
- Disqualification from all qualifications in that series
- Barred from entering for exams for a set period of time

Type of offence	Warning (Sanction 1)	Loss of marks – aggregation still permitted (Sanctions 2-4)	Loss of aggregation or certification opportunity (Sanctions 5-9)
Mobile phone or similar electronic devices	Not in the candidate's possession but makes a noise in the examination room	In the candidate's possession but no evidence of being used by the candidate	In the candidate's possession and evidence of being used by the candidate
Verbal communication	Isolated incidents of talking before the start of the examination or after papers have been collected	Talking during the examination about matters not related to the exam; accepting examination related information	Talking about examination related matters during the exam; whispering answers to questions
Use of social media for the exchange and circulation of real or fake assessment material	Attempting to source secure assessment related information online/via social media	Accepting/receiving real or fake assessment related information via social media without reporting it to the awarding body	Misuse of assessment material (real or fake), including attempting to gain or gaining prior knowledge of assessment information

ExamsTraining

Special consideration

- Special consideration is a post-examination adjustment to a candidate's mark or grade to reflect temporary illness, temporary injury or some other event outside the candidate's control **at the time of the assessment**

- It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment

Present for the assessment but disadvantaged

An allowance of additional marks applied from 0-5% of the total raw marks available in the component concerned

Absent from a timetabled component/unit for acceptable reasons

Minimum requirements for enhanced grading – one whole component, which is a minimum of 15% of the total assessment, must have been completed

ExamsTraining
Special consideration allowances – examples

Present but Disadvantaged Allowance 0 - 5%		Present but Disadvantaged Allowance 0 - 5%	
5%	Reserved for the most exceptional cases, such as: • terminal illness of the candidate • terminal illness of a parent/carer • death of a member of the immediate family within three months of the examination; • very serious and disruptive crisis/incident at or near the time of the exam	2%	The most common category of allowance – the majority of cases fall within this category: • illness at the time of the examination • broken limb on the mend • effects of pregnancy (not pregnancy per se) • extreme distress on the day of an examination (not simply exam related stress) • allowance on <u>last paper</u> taken in a day when a candidate has been entered for three or more examinations timetabled for the same day and the total duration of those papers is more than 5 hours 30 minutes (GCSE, Level 1 and 2 examinations) or more than 6 hours (GCE and Level 3 examinations)
4%	Very serious problems, such as: • life-threatening illness of candidate or member of immediate family • severe disease • very recent death of member of extended family ('very recent' defined as within one month of the examination/s taking place) • serious crisis/incident at the time of the examination		
3%	A more common category, including: • recent traumatic experience such as death of a close friend or distant relative • recent illness of a more serious nature • flare-up of a severe congenital/medical condition or a psychological condition • broken limbs • recent crisis/incident • witnessing a distressing event on the day of the examination involved * 'Recent' defined as within 4 months of the examination(s) taking place	1%	Reserved for more minor problems, such as: • noise during examination which is more than momentary • illness of another candidate which leads to minor disruption in the examination room • stress or anxiety for which medication has been prescribed • hay fever on the day of an examination • minor upset arising from administrative problems

ExamsTraining

Task & Discussion

- Is contingency in place in the event of your exams officer being absent on an exam day?

- Is contingency in place in the event of your centre being unavailable on an exam day?

- Does your centre have a policy relating to students who arrive late for their examination?

- Are you aware of how to deal with instances of malpractice?

- Are you aware of how to deal with cases of malpractice and your role within with the application process?

ExamsTraining

The JCQ centre inspections

The JCQ Centre Inspection Service (CIS) is run by AQA on behalf of the JCQ awarding bodies. The CIS conducts inspections to support centres in delivering examinations

This safeguards the integrity of the examination system by ensuring JCQ regulations are adhered to and that exams are administered fairly to all candidates
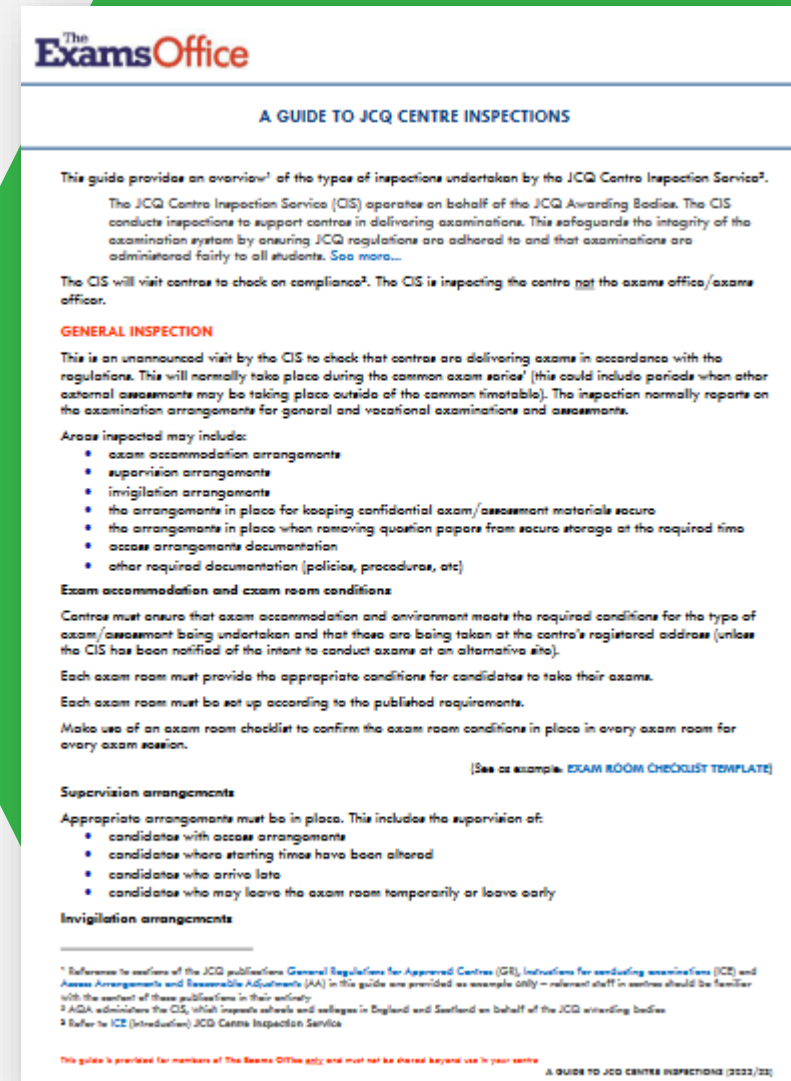
ExamsTraining

General centre inspection

- The **general centre inspection** visit normally takes place when exams are running. It reports on the exam arrangements in place at the centre

- General inspections are normally unannounced

- You may receive more than one general inspection visit in a single exam series

ExamsTraining

General centre inspection

What will the centre inspection include?

Examples of what a JCQ Centre Inspector may check or ask to see are listed opposite

Note: this is a guide and **not** a definitive list

- Exam accommodation
- Exam held at notified address
- JCQ posters
- Seating arrangements/plan
- Display of key information – e.g. start and finish times
- No unauthorised material
- Clock visible to all candidates
- Copy of JCQ ICE in main exam room
- Appropriate arrangements for timetable variations
- Overnight clash supervision forms
- Supervision of late arrivals/candidates leaving the exam room early or temporarily
- Adequate invigilation
- Record of content of training given to invigilators held on file

- Appropriate rooming/invigilation of access arrangement candidates
- Identification of candidates
- Sole invigilator – not a relative and means of summoning assistance
- Receipt and storage of exam/assessment materials
- Security of 'live' exam/assessment materials
- Remaining question paper packets intact
- Arrangements for a second member of staff to check question paper packet(s) before opening
- Appropriate arrangements for collection and despatch of examination scripts
- Access arrangements – confirmation of approval and evidence of need
- Written examination contingency plan
- Written child protection/safeguarding policy

ExamsTraining

Preparing for the general inspection

- Be familiar with the JCQ *Instructions for conducting examinations* and other relevant JCQ publications

- Check the previous JCQ general inspection report – were any areas highlighted for action or improvement?

- Brief relevant centre staff about their possible involvement – e.g. SENCo, SLT, line manager

- Consider contingency arrangements should you or other key members of staff be unavailable

- Ensure all required documentation is readily available and up-to-date, including centre policies and procedures – use The Exams Office *Policy Checklist*

- Check all exam rooms are prepared in accordance with the JCQ regulations – use The Exams Office *Exam room checklist*

- Be prepared for more than one inspection during an exam series

ExamsTraining

Task

- Be prepared to meet with the JCQ Inspector

- Confirm that your SENCo has all the necessary information to present to the Inspector

- Confirm that your exams officer has all the necessary information to present to the Inspector

- Ensure that contingency is in place in the event of the absence of your SENCo or exams officer on the day of the inspection (e.g. that information is easily accessible, a nominated individual to answer the Inspector's questions/requests for information

ExamsTraining

Exam polices/procedures

There are two types of exams-related policies/procedures:

- Those required by the JCQ (and which may be inspected)
- Those required as good practice or to address specific issues within a centre (e.g. late arrivals, disruptive behaviour)

See The Exams Office *Policy Checklist*

The Exams Office

POLICY/PROCEDURES CHECKLIST 2022/23

MEETING JCQ REQUIREMENTS

	Confirm documentation in place	Yes/No
1	Examination contingency plan (which covers all aspects of examination administration) (GR 5.3)	
2	Escalation process (should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent) (GR 5.3)	
3	Internal appeals procedure which must cover at least: - appeals regarding internal assessment decisions (GR 5.3, 5.7, NEA 1) - post-results services and appeals (GR 5.3, 5.13) - centre decisions relating to access arrangements and special consideration (GR 5.3)	
4	Management of GCE and GCSE non-examination assessments policy (GR 5.3, 5.7, NEA 1)	
5	Policy for dealing with an emergency evacuation of the examination room (ICE 25)	
6	Policy on the use of word processors in examinations specific to the centre (GR 5.3, AA 5.8)	
7	Complaints and appeals procedure (GR 5.8)	
8	Procedures to verify the identity of all candidates at the time of the examination or assessment (GR 5.9)	
9	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 (GR 5.13)	
10	Process to check the qualifications of the centre's assessor(s) and that the correct procedures are followed (GR 5.4, AA 7)	
11	Child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance (GR 5.3)	
12	Data protection policy (GR 5.3)	
13	Equalities policy (GR 5.3)	
14	Whistleblowing policy (GR 5.3)	

See **JCQ REQUIREMENTS** Using the checklist, to confirm references in relevant JCQ publications to the above requirements

ExamsTraining

Exam policies/procedures – good practice

Accuracy

- Do not duplicate policies and procedures from other centres
- Your policies and procedures must reflect practice in your centre

Concise

- Include the relevant information – they do not need to be lengthy documents

Publish

- Add the relevant policies and procedures to your centre website

Tasks and duties

- Include roles and responsibilities by naming relevant staff members

Ownership

- Policies and procedures should be completed by relevant staff

- It is not the responsibility of the exams officer to be the sole producer/reviewer of policies and procedures

A working document

- Include areas in need of improvement, or measures which will/need to be implemented in the coming months

Approval

- Policies and procedures should be approved/signed off by your line manager, SLT, head of centre or Governors – particularly those required by the JCQ

Protection

- Policies and procedures which accurately reflect centre practice, and that are reviewed/updated on an annual basis provide 'protection' in the event of a challenge or dispute with candidates, parents/carers or centre staff

ExamsTraining

How to create, review and update your policies and procedures

- **Policy Generator Tool**

  o There are 24 policies and procedures within the *Policy Generator Tool* – including most of the policies and procedures required by the JCQ

  o Once a policy is created within the *Policy Generator Tool* it can be amended and updated as often as required in a matter of minutes

  o All policies and procedures within the *Policy Generator Tool* are reviewed/updated on an annual basis to reflect any changes in the JCQ regulations

- **Exam Policy Templates**

  o All policies and procedures are available in Word as separate templates (or form part of the overarching Exams Policy template) to help centres create, review and annually update exams related policies, procedures and plans to reflect roles, responsibilities and ways of working in your centre, ensuring compliance with current regulations

ExamsTraining

Task

- Are all policies updated and in place ahead of the summer exam series?

- Have candidates, parents and staff been made aware of relevant exam-related policies?

- Do you have a process to check (quality assure for accuracy) and 'sign off' exam-related policies?

- Are policies in such a format that they can be easily presented to the Inspector?

ExamsTraining

Packing and dispatching examination scripts

JCQ *Instructions for conducting examinations*

- Packing scripts – section 28

- Sending scripts – section 29

ExamsTraining

Packing examination scripts

1
Organise the scripts in the order they appear on the attendance register

Include any cover sheets (e.g. scribe cover sheet). Place the cover sheet inside the script

2
Place the scripts and completed attendance register in the plastic script return envelope/s provided by the awarding body

Ensure every script has been included

3
Use the most up-to-date script return address labels provided by the awarding body

Only use one label per package

Don't write on the labels or alter them in any way

6
Fasten envelopes securely – do not use staples, string or tape

You are now ready to dispatch your scripts!

5
Don't overfill script envelopes

Pad out any envelopes containing only a few scripts with card or bubble wrap to make them more substantial

4
Don't put scripts from different exams into the same script envelope, even if they are going to the same address

ExamsTraining

Dispatching exam scripts:
Parcelforce 'yellow label' service

- The 'yellow label' service is a traceable exam scripts dispatch service provided by Parcelforce Worldwide. Exam centres in England can use the service to send unmarked materials to examiners

- It covers the following materials for **externally assessed** general qualifications, functional skills and other eligible qualifications:
  - o Exam scripts
  - o Externally marked non-examination assessments (NEA) and coursework

- This service **cannot** be used to send internally marked NEA and coursework to moderators

ExamsTraining

The good, bad and the ugly (and the crazy!)

The Good

The Crazy!

The Ugly

The Bad

Dispatching exam scripts

'Yellow label' collections

- **Daily scheduled collections**
  If you have **timetabled exams on 3 or more days** during any week in the summer exam series, Parcelforce will contact you before the start of the series

- **Ad hoc collections**
  If you have **fewer than 3 timetabled exam days** every week during the summer series, contact the Parcelforce Worldwide exams helpdesk before the exam series to arrange your ad hoc collections. You can use the Parcelforce Worldwide website or telephone 0344 561 7998. Collections can be arranged up to 14 days before your first exam and need to be booked at least 24 hours in advance

The dispatch log

- For 'yellow label' packets, you need to fill in a despatch log sheet with one line for each packet you're sending

- Use a new dispatch log for each day you have collections

- Complete the dispatch log before your driver is due to arrive wherever possible

- Make sure your driver signs the dispatch log to show proof of dispatch

- The DfE's dispatch of exam scripts page has a blank dispatch log and guidance on how to complete it

Sending exam scripts

- Dispatch scripts on the same day of the exam wherever possible – if this is not possible dispatch scripts no later than the next working day

- Scripts must be kept in the secure room until as close to the collection time as possible - script packages must not be left unattended at the collection area

- Retain scripts in the centre's secure room if kept overnight

ExamsTraining

Dispatching examination scripts – further information and support

- Department for Education website (https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service)

  - o Secure deliveries leaflet

  - o Yellow label service checklist

  - o Dispatch log

  - o Dispatch of exam scripts guide

  - o List of eligible qualifications

- Parcelforce website (https://collections.parcelforce.net/dfe)

  - o Book a collection

ExamsTraining

Task

- If your exams officer has no previous experience of an exam series, ensure that they are aware of the process for packing and dispatching exam scripts

Results and post-results services

See the *Post-Results Services* section under the *Exams Office* tab on the JCQ website

The Exams Office will publish *A Guide to Managing Results and Post-Results* in May

ExamsTraining

Summary 2023 results

Qualifications	Restricted release to centres	Results release to candidates
AS, A Level	16 August	17 August
GCSE	23 August	24 August

Restricted release to centres: available from **12.01am**

Release of results to candidates: can be given to candidates from **8.00am**

Centres must not release results data to Local Authorities, the press or media until after 9.30am on the date results are released to candidates

Once published, read the JCQ *Notice to Centres* regarding the release of results for summer 2023

Restricted results release

ExamsTraining

Results are issued to centres the day before the candidate release date so that they can prepare for results day

On restricted release centres can:

- Access results files and reports
- Check results and identify issues
- Print statements of results
- Produce centre results reports

On restricted release, **results must remain confidential** and access is restricted to the head of centre, exams office staff and key members of teaching staff within the centre (at the discretion of the head of centre)

ExamsTraining

Post-results services

Missing and incomplete results
To investigate a result reported as X (no result), # (partial absence) or Q (pending) or where the result is missing entirely

Late subject award
A request when a certification entry has not previously been made for a unitised qualification (also know as Late Certification)

Reviews of results
Clerical re-checks, reviews of marking and reviews of moderation

Access to scripts
Access to marked exam scripts to support reviews of marking and teaching and learning

Appeals
Where a centre remains dissatisfied after receiving the outcome to a review of results

Missing and Incomplete Results (MIRs)

Late Subject Award

Appeals

Post-Results Services

Access to Scripts (ATS)

Reviews of Results (RoRs)
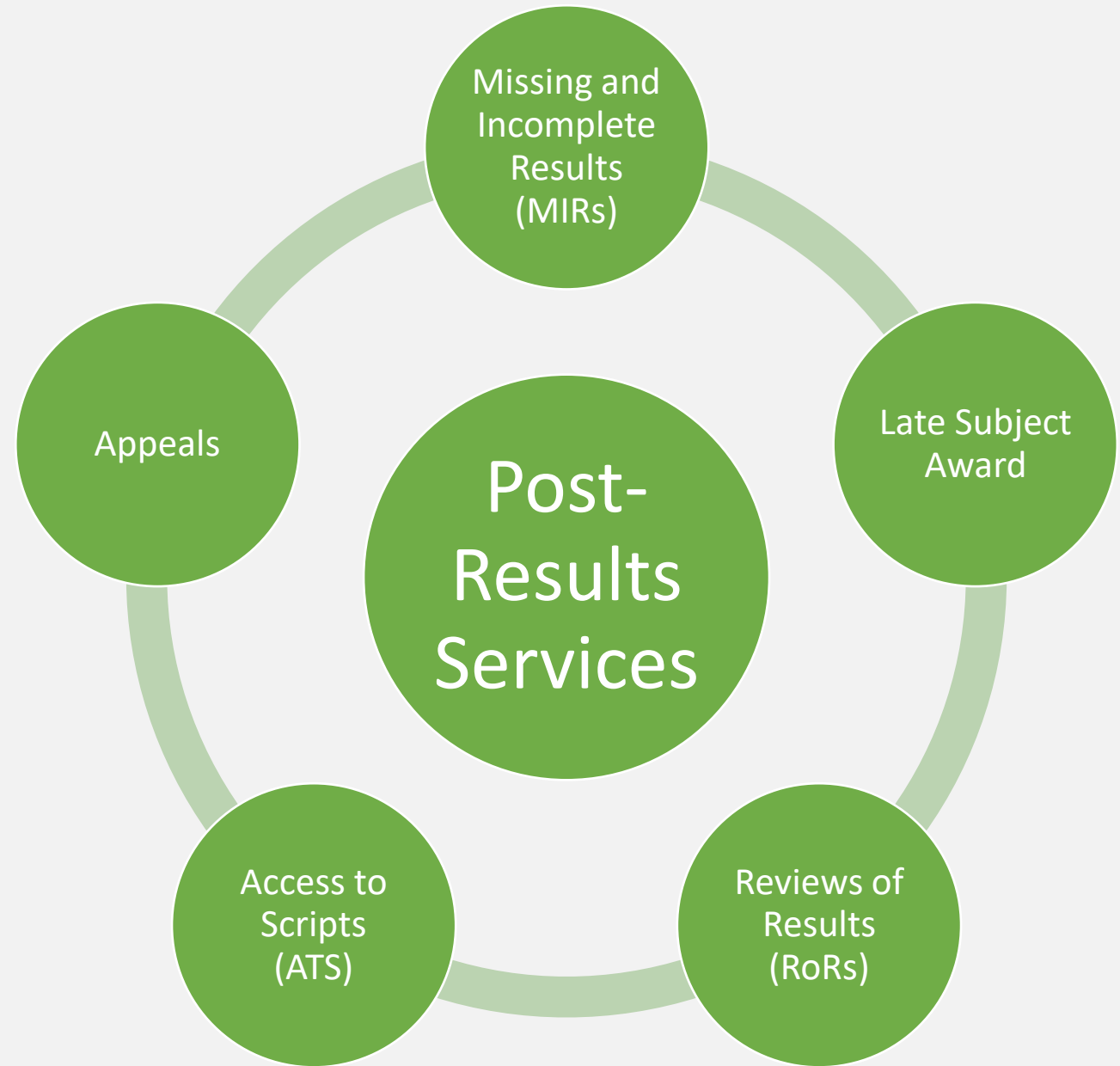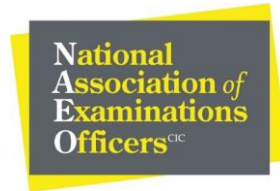
ExamsTraining

Task

- If your exams officer has no previous experience of a results day, ensure that they are aware of the tasks which must be informed on restricted release day and results day

- Confirm that your exams officer has the contact details for the relevant awarding bodies in case of issues on restricted release day

- Confirm which members of staff will have access to results on restricted release day, and that they are aware of the regulations forbidding the sharing of these results

- Ensure that there is contingency in place in the event of your centre being unavailable on restricted release day/results day, or if there is an IT system failure

ExamsTraining

The Exams Office

Support from The Exams Office

- Online Portal:
  - New Exams Officer Induction and Assessment Module
  - Exams Officer Digital Accreditation (EODA)
  - Invigilator Training and Assessment Module
  - Invigilator Digital Accreditation (IDA)
  - Senior Leader/Line Manager Training and Assessment Module
  - Training Videos – exams officer training events and invigilator training
  - Policy Generator Tool
  - Online Key Documents Library (including termly checklists and new exams officer monthly guides) / Centre Exams Handbooks
  - Exams Timetable Tool
  - Key Dates Calendar Tool

- National conferences
- Desk diary; calendar, wall planner
- Online invigilator update meeting
- Dedicated resources for new exams officers
- Key documents – over 150 guides, checklists and templates
- Invigilator training resources
- Articles
- Exams Blog
- Monthly exams update (including email update)
- JCQ compliant exams equipment
- Free membership to the NAEO

ExamsTraining

The National Association of Examinations Officers (NAEO)

- Free membership for exams office staff in TEO member centres

- Legal/employment advice (conditions apply)

- Representing the exams officer community

- Good practice/advice/guidance articles and videos

- Professional development – including a skills-based focus

- Summer Conference (London 3 July 2023)

- *Exams Officer Digital Accreditation* certificate

- Rewards and Awards

- Mindfulness and well-being support

- Job descriptions – exams officer and invigilator

- Vacancies section

ExamsTraining

Awarding body support

- Advice and guidance

- Telephone and email support

- Field teams

- Training events

- Website
  - o AQA (aqa.org.uk)
  - o OCR (ocr.org.uk)
  - o Pearson (qualifications.pearson.com/en/home.html)
  - o WJEC (wjec.co.uk)

ExamsTraining

Support within your centre

- Head of centre/SLT

- Line manager

- Heads of Year

- Heads of Department

- ALS lead/SENCo

- IT staff

- Premises staff

- Reception staff

- Invigilators

'The head of centre **must** ensure that the examinations officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system'

JCQ *General Regulations for Approved Centres*, section 5.3

ExamsTraining

Next steps

- Download the monthly support guides for new exams officers from The Exams Office website

- Download and complete The Exams Office spring and summer termly checklists

- Meet with key internal staff – e.g. your line manager, SENCo, premises staff

- Be familiar with the JCQ regulations and requirements

- Check that all tasks relating to entries are completed

- Plan and prepare for the summer exam series

- Train/update your invigilators

- Contact the relevant awarding body if you have any queries

ExamsTraining

Stay connected

- www.TheExamsOffice.org

- www.thenaeo.org

- www.ocr.org.uk/administration/support-and-tools

- Facebook: https://m.facebook.com/theexamsoffice/ and https://www.facebook.com/OCRforexamsofficers

- Follow us on Twitter: @TheExamsOffice and @OCRCustSupport

Thank you for attending and have a safe journey