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

The role of the senior leader with responsibility for examinations and assessments is to oversee the review and updating of the policies detailed below. These policies must be in place to meet JCQ requirements.

The table below contains information relating to the policies which are required by JCQ and the staff who are involved in the creation of each policy (indicated in **red bold** in the column headed 'Staff involved in the creation, reviewing and/or updating of the policy').

Please note that the roles and responsibilities in creating, reviewing and/or updating policies are a suggestion and may vary depending on the role and responsibilities of individuals within a centre.

The senior leader with overall responsibility for examinations/assessments must assume responsibility for ensuring that these policies are reviewed and updated on an annual basis and communicated to other relevant staff within the centre.

Cyber security policy

JCQ reference	General Regulations for Approved Centres (section 3.21)
Outline of policy content	A policy to detail the procedures which are in place to maintain the security of user accounts by: - Ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training, including holding certificates on file for inspection and to verify the completion of cyber security training for relevant members of staff - Developing and maintaining a comprehensive centre cyber security policy - Implementing and enforcing robust security measures including multi-factor authentication and regularly reviewing and updating security settings
Staff involvement in policy creation, reviewing and/or updating	A senior leader must: - Ensure that relevant staff complete training on the areas detailed within section 3.21 of JCQ's <i>General Regulations for Approved Centres</i> document - Ensure that robust security measures including multi-factor authentication and regularly reviewing and updating security settings are in place - Direct/involve the IT team as required
Exams officer role	To complete annual cyber security training

Escalation process

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of process content	A written escalation process in the event of the absence of the head of centre or the member of the senior leadership team with oversight of examination and assessment administration. The contents of this process will cover the roles and responsibilities of the head of centre and senior leadership team in relation to the following areas and the individual(s) who will assume responsibility: • Planning for an exam series • Entries • Preparing for an exam series • Exam time/During an exam series • Results and Post-Results
Staff involvement in process creation, reviewing and/or updating	The head of centre and senior leader must highlight their role and responsibilities throughout the exam cycle and identify the individual(s) who will assume responsibility for these tasks in the event of their absence
Exams officer role	None

Child protection/safeguarding policy

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of policy content	A child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements, and exams-related scenarios
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that: • the Designated Safeguarding Lead (DSL) ensures that the centre policy satisfies current legislative requirements and delivers training as required • relevant staff receive the appropriate training
Exams officer role	An exams officer should highlight relevant exams-related scenarios to the DSL and ask that these are addressed during the training session for invigilators. An exams officer will also need to ensure that the relevant member(s) of staff are informed of the need to arrange safeguarding training for invigilators and to ensure that their DBS clearance meets statutory requirements ahead of an exam series.

Complaints policy

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

Contingency plan

JCQ reference	General Regulations for Approved Centres (sections 3.17 & 5.3) & Instructions for conducting examinations (section 15)
Outline of plan content	An up-to-date contingency plan which covers all aspects of examination/assessment administration and delivery, including: • Succession arrangements for members of staff involved in examination and assessment administration • Arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates • Allowing members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, relevant senior leader, exams officer or SENCo is absent at a critical stage of the examination cycle • Reinforcing procedures in the event of the centre being unavailable for examinations and the sharing of results owing to an unforeseen emergency
Staff involvement in policy creation, reviewing and/or updating	A senior leader must confirm: • Succession arrangements • Contingency measures in the event of the absence of key staff (including the exams officer) • An alternative venue (or venues) if their centre is unavailable for examinations or the sharing of results • Details of at least one senior member of staff (senior designated contact) who is available to manage emergency requests from awarding bodies that are results related during the summer holidays • The back-up of candidate work which is produced electronically, including the contingency of this work being backed-up on two separate devices, including one off-site back-up via the Cloud
Exams officer role	An exams officer should provide for inclusion in the plan, details of the tasks which must be undertaken in the event of their absence across the different stages of the exam cycle

Data protection policy

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of policy content	A policy which includes: • Exams-related information • Informing candidates of the information held • Hardware and software • Dealing with data breaches • Candidate information, audit and protection measures • Data retention periods • Access to information • Recording candidate exams-related information held
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the Data Protection Officer supports the creation/review and update of this policy after receiving information from relevant centre staff, including: • SENCo (or equivalent role) • Exams officer (see next column) • Teaching staff
Exams officer role	An exams officer should provide for inclusion in the policy, details of all the relevant exams-related information which may need to be considered within UK GDPR and the Data Protection Act 2018

Conflicts of interest policy

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

Equalities policy

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of policy content	An exams-related equalities policy which recognises the centre's duties towards disabled candidates, including (if applicable) private candidates, and ensures compliance with all aspects of the Equality Act 2010[†], particularly Section 20(7). This policy will include a duty to: • explore and provide access to suitable courses • submit applications for reasonable adjustments through the access arrangements process • make reasonable adjustments to the services the centre provides to disabled candidates • [†] (if applicable) adhere to any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • Head of centre • SENCo (or equivalent role) • Teaching staff • Support staff (for example, Learning Support Assistants, Teaching Assistants and Communication Support Workers) • Assessor of candidates with learning difficulties
Exams officer role	An exams officer must be familiar with the entire contents of the annually updated JCQ <i>General Regulations for Approved Centres</i> document and be aware of information contained in the <i>Access Arrangements and Reasonable Adjustments</i> document where this may be relevant to the exams officer role. To understand and follow the regulations as set out in section 13 (<i>Invigilation arrangements for candidates with access arrangements</i>) and section 14 (<i>Access Arrangements</i>) of JCQ's <i>Instructions for conducting examinations</i> document.

Internal appeals procedure

JCQ reference	General Regulations for Approved Centres (sections 5.3, 5.7, 5.8 & 5.13) & Instructions for conducting non-examination assessments (section 1)
Outline of procedure content	An internal appeals procedure which covers: • Appeals relating to internal assessment decisions (centre assessed marks) • Appeals against decisions to reject a candidate's work on the grounds of malpractice • Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal • Appeals regarding centre decisions relating to access arrangements and special consideration • Appeals regarding centre decisions relating to other administrative issues The procedure will also include details of how candidates: • Will be informed of/Can access this procedure • Will be informed of their centre-assessed marks • Can request a review of the centre's marking before marks are submitted to the awarding body
Staff involvement in procedure creation, reviewing and/or updating	A senior leader must confirm the centre appeals procedures
Exams officer role	An exams officer should provide for inclusion in the procedure, details of the process and deadlines to submit an application for a clerical re-check, a review of marking, a review of moderation or an appeal

Malpractice policy

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of policy content	This policy will cover all qualifications delivered by the centre and: • Detail how candidates are informed and advised to avoid committing malpractice in examinations /assessments • How suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body • Acknowledge the use of Artificial Intelligence (AI) (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice)
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that relevant staff contribute to this policy, including: • Teaching staff in subjects where Artificial Intelligence may be used in non-examination assessments • Exams officer (see below)
Exams officer role	An exams officer must: • Ensure familiarity with relevant content of JCQ's <i>Suspected Malpractice: Policies and Procedures</i> document to contribute to this centre policy, for example the malpractice reporting process

Whistleblowing policy

JCQ reference	General Regulations for Approved Centres (section 5.3)
Outline of policy content	An exams-related whistleblowing policy which details: • Exams-related instances where an individual may be required to 'whistle blow' • Reporting a concern • The 'whistleblowing' procedure
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that this policy is devised in line with the Public Interest Disclosure Act 1998. This may also involve the head of centre or Governors. A senior leader must also confirm how the anonymity of the whistleblower will be protected.
Exams officer role	An exams officer should provide examples of exams-related activity which may need to be included within this policy

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

JCQ reference	General Regulations for Approved Centres (sections 5.3 & 5.7) & Instructions for conducting non-examination assessments (section 1)
Outline of policy content	A policy regarding the management of non-examination assessments including controlled assessments and coursework, which includes details on how candidates' work will be authenticated. (For CCEA GCSE centres this would be a written controlled assessments policy.) This policy will address the awarding bodies requirement for each centre to: • cover procedures for planning and managing non-examination assessments • define staff roles and responsibilities for non-examination assessments • manage risks associated with non-examination assessments The contents of this policy will include: • Procedures for planning and managing non-examination assessments identifying staff roles and responsibilities • Authentication procedures - how candidates' work is authenticated • Management of issues and potential risks associated with non-examination assessment
Staff involvement in policy creation, reviewing and/or updating	A senior leader must ensure that the following members of centre staff are aware of their responsibilities and, if required, complete any sections of the policy: • Head of centre • Quality assurance (QA) lead or equivalent role • Subject head/lead • Teaching staff in relevant subjects must confirm the management of non-examination assessments (including controlled assessment and coursework), including the quality of marking/adherence with a mark scheme, internal moderation, standardisation of marking to ensure consistency between staff members, and how candidates will be informed of their centre-assessed marks
Exams officer role	An exams officer should carry out tasks where these may be applicable to the role in supporting the administration/management of non-examination assessment, for example, downloading set tasks from awarding body secure sites, submitting marks to the awarding body and samples of candidates' work for moderation

Policy on the use of word processors in examinations

JCQ reference	General Regulations for Approved Centres (section 5.3) & Access Arrangements and Reasonable Adjustments (section 5.8)
Outline of policy content	The contents of a policy on the use of word processors in examinations should include: • The criteria used to award and allocate word processors for examinations and assessments • Arrangements at the time of the assessment for the use of a word processor • Allocating word processors at the time of the assessment
Staff involvement in policy creation, reviewing and/or updating	A senior leader must produce a word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations and assessments. Exams officer (see below)
Exams officer role	An exams officer should confirm the arrangements at the time of the assessment for the use of a word processor including: • Compliance with JCQ regulations and specific awarding body requirements • The management and set up of word processors in the exam room • The use of portable storage mediums • Printing the script after the exam has ended • Other centre-specific processes (including the training of invigilators and the role of the IT technician)

Process in place to check the qualification(s) of the centre's assessor(s) and that the correct procedures are followed

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

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

JCQ reference	General Regulations for Approved Centres (section 5.9) & Instructions for conducting examinations (section 16)
Outline of policy content	Written confirmation of the procedure(s) to verify the identity of all candidates sitting examinations at the time of the examination or assessment
Staff involvement in policy creation, reviewing and/or updating	A senior leader must confirm the relevant identification procedure(s) after consulting the exams officer (see below)
Exams officer role	The exams officer should suggest as examples, the following options for identifying candidates sitting examinations at the time of the examination or assessment: - A senior member of centre staff identifying candidates as they enter the exam room - Photographic ID placed on candidates' desks - Candidates wearing lanyards containing centre verified photographic ID

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

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

Policy for dealing with an emergency evacuation of the examination room

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

The contents of this article were correct at the time of publication (Mid-October 2025)