

# The role and responsibilities of an exams officer in the creation, updating and reviewing of JCQ required exam policies

Jugjit Chima

Chief Executive Officer

National Association of Examinations Officers

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>ac</sup>

The  
**ExamsOffice**

# JCQ regulations

- JCQ regulations require centres to have a range of exam-related written policies/procedures in place
- These are detailed within several JCQ documents and The Exams Office *Policy Checklist*
- General Regulations for Approved Centres, section 5.3z, state that '*The written policies required for inspection must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre*'
- A member of the senior leadership team must ensure that the relevant policies are created and annually reviewed and updated by the relevant member(s) of staff



## Policies which do not require input from an exams officer

- Cyber security policy (complete training)
- Escalation process
- Conflicts of interest policy (provide details of any conflict of interest) \*
- Process in place to check the qualification(s) of the centre's assessor(s) and that the correct procedures are followed
- Policy regarding the management of non-examination assessments, including controlled assessments and coursework
- Equalities policy



## Policies which may require information from an exams officer

- Child protection/safeguarding policy
- Complaints policy
- Data protection policy
- Procedures to verify the identity of all candidates at the time of the examination or assessment
- Whistleblowing policy
- Internal appeals procedure







## Policies to which an exams officer should/will be contributing (creating, reviewing and updating)

- Contingency plan
- Malpractice policy
- Policy on the use of word processors in examinations
- 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
- Policy for dealing with an emergency evacuation of the examination room



# Examples of policies which may require information from an exams officer

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>ac</sup>

The  
**ExamsOffice**



# 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)

## Staff involved

- Senior leader(s)
- Heads of department/Teaching staff
- SENCo (or relevant role)
- Exams officer

## Exams officer role

- To provide 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

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>etc</sup>

## Content outline

- 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
  - relating to access arrangements and special consideration
  - 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

The  
**ExamsOffice**

# Procedures to verify the identity of all candidates at the time of an assessment/assessment

## JCQ reference

- General Regulations for Approved Centres (section 5.9)
- Instructions for conducting examinations (section 16)

## Staff involved

- Senior leader(s)
- Exams officer

## Content outline

Written confirmation of the procedure(s) to verify the identity of all candidates sitting examinations at the time of the examination or assessment

## 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:

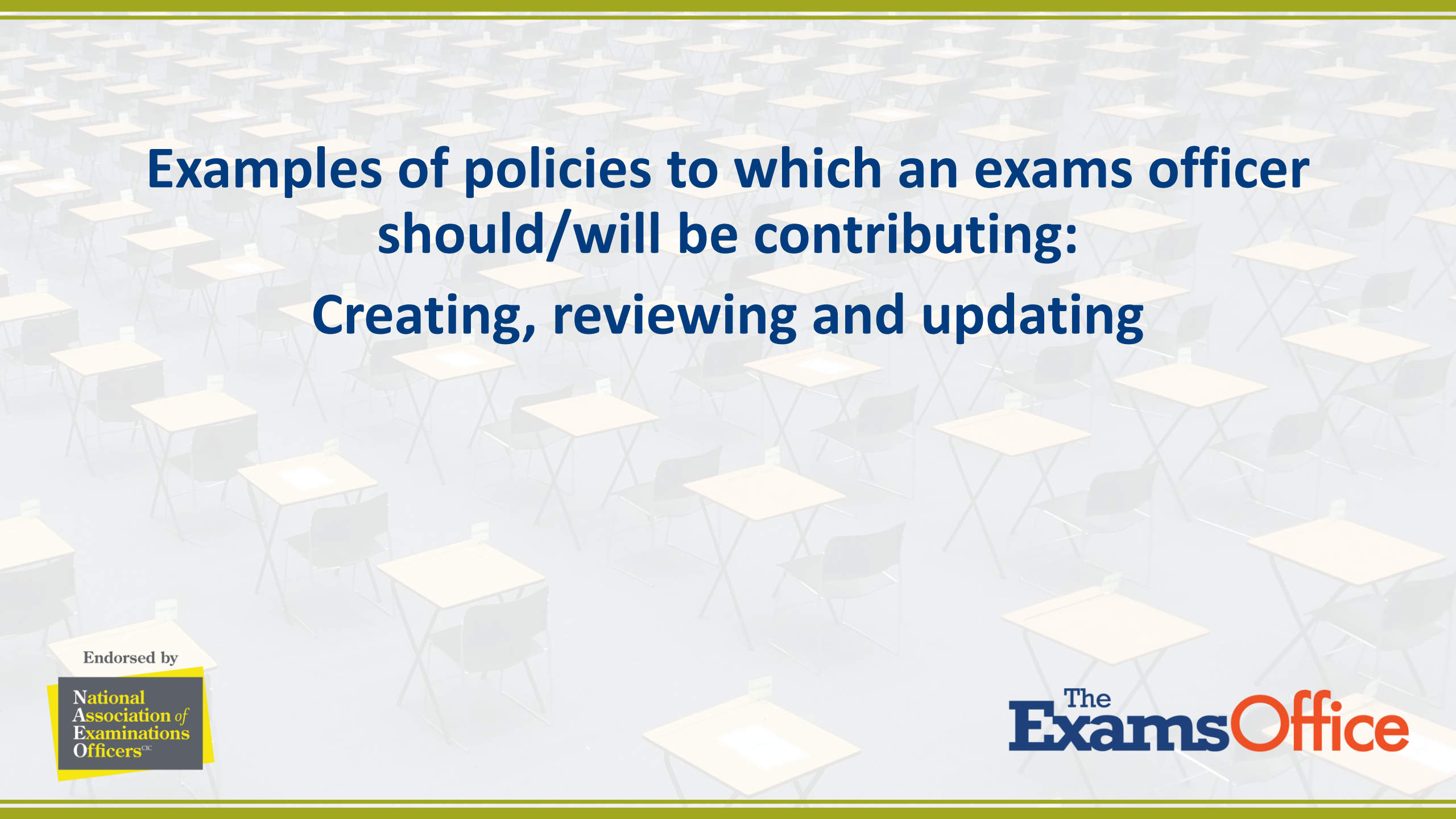
- A senior member of centre staff identifying candidates as they enter the exam room
- Photographic ID placed on candidates' desks
- Candidates wearing lanyards containing centre verified photographic ID

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>ac</sup>

The  
**ExamsOffice**





# **Examples of policies to which an exams officer should/will be contributing:**

## **Creating, reviewing and updating**

Endorsed by

**National  
Association of  
Examinations  
Officers<sup>ac</sup>**

The  
**ExamsOffice**

# Contingency plan

## JCQ reference

- General Regulations for Approved Centres (sections 3.17 & 5.3)
- Instructions for conducting examinations (section 15)

## Staff involved

- Senior leader(s)
- Heads of department/Teaching staff
- Exams officer

## Exams officer role

- To provide details of the tasks which must be undertaken in the event of their absence across the different stages of the exam cycle

## Content outline

To cover all aspects of examination/assessment administration and delivery, including:

- 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

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>ac</sup>

The  
**ExamsOffice**



# Malpractice policy

## JCQ reference

- General Regulations for Approved Centres (section 5.3)
- Suspected Malpractice: Policies and Procedures

## Staff involved

- Senior leader(s)
- Heads of department/Teaching staff in subjects where Artificial Intelligence may be used in non-examination assessments
- Exams officer

## Exams officer role

- To ensure familiarity with relevant content of JCQ's *Suspected Malpractice: Policies and Procedures* document to contribute to this centre policy, for example the malpractice reporting process

## Content outline

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)

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>ac</sup>

The  
**ExamsOffice**

# Policy on the use of word processors

## JCQ reference

- General Regulations for Approved Centres (section 5.3)
- Access Arrangements and Reasonable Adjustments (section 5.8)

## 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)

## Staff involved

- 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

## Content outline

This policy must 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

Endorsed by

**National  
Association of  
Examinations  
Officers**<sup>UK</sup>

The  
**ExamsOffice**



# Resources – The Exams Office

- The Exams Office November article: *Roles and responsibilities in the creation, reviewing and updating of JCQ required exam-related policies*
- *Policy Checklist*
- *Policy Generator Tool*
- Policy templates (Word versions)
- Policies which are suggested as good practice and/or to meet specific centre needs:
  - Alternative Rooming Arrangements Policy (Exams)
  - Candidate Absence Policy
  - Candidate Late Arrival Policy
  - Food and Drink Policy (Exams)
  - Leaving the Examination Room Policy
  - Managing Behaviour Policy (Exams)
  - Overnight Supervision Arrangements Policy
  - Private Candidates Policy
  - Access Arrangements Policy
  - Certificate Issue Procedure and Retention Policy
  - Exams Archiving Policy
  - Lockdown Policy (Exams)
  - Special Consideration Policy

These policies  
may be included  
within an  
overarching  
*Exams Policy*

# Resources - JCQ

Policy	JCQ document (and section reference)
Cyber security	General Regulations for Approved Centres (section 3.21)
Escalation process	General Regulations for Approved Centres (section 5.3d)
Child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance	General Regulations for Approved Centres (section 5.3z)
Complaints policy	General Regulations for Approved Centres (sections 5.3z & 5.8)
Conflicts of interest policy	General Regulations for Approved Centres (section 5.3z)
Contingency plan	General Regulations for Approved Centres (sections 3.17, 5.3a & 5.3z) Instructions for conducting examinations (section 15)
Data protection policy	General Regulations for Approved Centres (section 5.3z)
Equalities policy	General Regulations for Approved Centres (sections 5.3z & 5.4)
Internal appeals procedure	General Regulations for Approved Centres (sections 5.3z, 5.7 & 5.13) Instructions for conducting non-examination assessments (GCE & GCSE specifications, section 1) Instructions for conducting non-examination assessments (VTQ, section 5.4)
Malpractice policy	General Regulations for Approved Centres (section 5.3z)



# Resources - JCQ

Policy	JCQ document (and section reference)
Policy regarding the management of non-examination assessments including controlled assessments and coursework	General Regulations for Approved Centres (sections 5.3z & 5.7) Instructions for conducting non-examination assessments (GCE & GCSE specifications, section 1)
Whistleblowing policy	General Regulations for Approved Centres (section 5.3z)
Policy on the use of word processors in examinations	General Regulations for Approved Centres (section 5.3z) Access Arrangements and Reasonable Adjustments (section 5.8)
Process in place to check the qualification(s) of the centre's assessor(s) and that the correct procedures are followed	General Regulations for Approved Centres (section 5.4) Access Arrangements and Reasonable Adjustments (section 7.3)
Procedures to verify the identity of all candidates at the time of the examination or assessment	General Regulations for Approved Centres (section 5.9d) Instructions for conducting examinations (section 16)
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	General Regulations for Approved Centres (section 5.13)
Policy for dealing with an emergency evacuation of the examination room	Instructions for conducting examinations (section 25)