

# Tackling the Tough Stuff

Managing complex scenarios with confidence  
Exams Officer Engagement Team

# **Exams Officer Engagement Team**

# Engagement Team aims

## Support & Engagement

- Creating, attending and delivering Networks
- Supporting and delivering training for Exams Officers
- Attending conferences

## Feedback

- Being the voice of the customer in AQA
- Raising the profile of Exams Officers and their role
- Supporting positive change for Exams Officers

## Key Projects

- Digital Exams
- Communications
- Entries
- Training & Onboarding

# Who are the Exams Officer Engagement team?

- Exams Officer Engagement Manager – Gemma Miller
- North East & Yorkshire - Vic Taylor
- North West – Sarah Robinson
- Midlands – Jonathan Edwards
- South East & London - Gemma Moody
- South West – Samantha Vowles
- East & London – Jo Lemon
- Training Manager – Bridgit Liebenberg
- Oxford AQA – Tracey Rooney



# **Complex Scenarios**

# Scenario 1

**A candidate arrives on the morning of the first written exam with their arm in plaster, after an accident during a gymnastics competition.**

# Scenario 1

## Option 1

- **Ask the candidate what arrangement they would like and give them it**
- **Room the candidate in an individual room**
- **Give the candidate special consideration**

## Option 2

- **Decide on the best course of action for the student, with support from SENDCo & SLT**
- **Apply for any arrangement that needs approval on CAP ASAP**
- **Brief invigilators and amend seating plans**
- **After the exam, consider the remainder of the season and implement required changes**

## Option 3

- **Delay the exam to have a meeting with the parent, candidate and other staff**
- **Apply for any arrangement that needs approval**
- **Amend your seating plans**
- **Inform the student that the arrangement is only valid for that exam**

# Scenario 1



## Option 1

- Ask the candidate what arrangement they would like and give them it
- Room the candidate in an individual room
- Give the candidate special consideration

## Option 2

- Decide on the best course of action for the student, with support from SENDCo & SLT
- Apply for any arrangement that needs approval on CAP asap
- Brief invigilators and amend seating plans
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## Option 3

- Delay the exam to have a meeting with the parent, candidate and other staff
- Apply for any arrangement that needs approval
- Amend your seating plans
- Inform the student that the arrangement is only valid for that exam



# Scenario 2

**You are called to the exam room by an invigilator who suspects a student is wearing AI glasses.**

# Scenario 2

## Option 1

- **Ensure logs are completed in the Exam Room**
- **Alert SLT and collect statements at the end of the exam**
- **Communicate with candidate and parents to explain next steps**
- **Submit M1 (malpractice form to the awarding body)**
- **Communicate any sanctions given**

## Option 2

- **Stop the candidate from completing the rest of their paper**
- **Take a statement from the student**
- **Talk to SLT and ask them what sanction or procedure they want you to follow**

## Option 3

- **Remove the student from the exam to take a statement from them immediately**
- **Return them to the room to continue their exam**
- **Discuss with SLT the preferred course of action after the exam has finished**
- **No further action as it is too difficult to tell**

# Scenario 2



## Option 1

- **Ensure logs are completed in the Exam Room**
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- **No further action as it is too difficult to tell**

# **Scenario 3**

**A school bus breaks down en route to a 9am exam (90 minutes long) and expects to arrive at school 45 minutes late; there are 15 candidates on board.**

# Scenario 3

## Option 1

- **Contact the awarding body straight away**
- **Keep the students in their original seat on the seating plan, but make sure they enter quietly**
- **Apply for special consideration for any children who seem upset by the event**

## Option 2

- **Where possible, supervise students and get them to hand in any electronic devices**
- **Consider alternate room and staffing for their arrival if needed and brief staff involved**
- **Reassure late arrivals that they will have the opportunity to take the exam**
- **Contact the awarding body if you need authorisation or support**
- **Apply for group Special Consideration for affected candidates**

## Option 3

- **Delay the start of the exam for all candidates until the bus arrives**
- **Apply for special consideration for all candidates in the centre**

# Scenario 3



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- **Contact the awarding body straight away**
- **Keep the students in their original seat on the seating plan, but make sure they enter quietly**
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- **Where possible, supervise students and get them to hand in any electronic devices**
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## Option 3

- **Delay the start of the exam for all candidates until the bus arrives**
- **Apply for special consideration for all candidates in the centre**

# **Scenario 4**

**Your son is sitting his  
GCSE's at a neighbouring  
secondary school this year.**

# Scenario 4

## Option 1

- **They are at a different centre, so no action needed**

## Option 2

- **Submit a Conflict-of-Interest form to any awarding body that you work with**
- **Meet with the HoC and plan mitigation and contingency**
- **Sign a declaration and keep it in your secure area**

## Option 3

- **Consult the Conflict Of Guidance document on AQA's website and section 5 of JCQ's General Regulations**
- **Cross reference specifications of the EO centre and child's centre**
- **Meet with the HoC and plan mitigation and contingency**
- **Retain a signed copy of your plan and processes**
- **You may wish to inform your child's centre so they can also consider this in their planning**



# Scenario 4

## Option 1

- They are at a different centre, so no action needed

## Option 2

- Submit a Conflict-of-Interest form to any awarding body that you work with
- Meet with the HoC and plan mitigation and contingency
- Sign a declaration and keep it in your secure area

## Option 3



- Consult the Conflict Of Guidance document on AQA's website
- Cross reference specifications of the EO centre and child's centre
- Meet with the HoC and plan mitigation and contingency
- Retain a signed copy of your plan and processes
- You may wish to inform your child's centre so they can also consider this in their planning

# **Scenario 5**

**There is a medical emergency inside an exam room which results in an evacuation of the 20 other students present.**

# Scenario 5

## Option 1

- **Summon assistance and first aid as required, 'Stop the clock' and follow evacuation procedure**
- **Place candidates in an alternative room, if necessary and resume exam if you can. Consider impacts on the rest of the day.**
- **Apply for Special Consideration as appropriate**
- **If the student can sit subsequent exams, consider what needs to be implemented for them**

## Option 2

- **Move the students to an alternative room and finish the exam at the original time.**
- **Apply for group special consideration for everyone and contact all parents**

## Option 3

- **Stop the exam and follow evacuation procedure**
- **Explain to students that they are not allowed to sit the rest of their exam and contact parents**
- **Apply for special consideration for anyone that asks for it**

# Scenario 5



## Option 1

- **Summon assistance and first aid as required 'Stop the clock' and follow evacuation procedure**
- **Place candidates in an alternative room, if necessary and resume exam if you can. Consider impacts on the rest of the day.**
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## Option 3

- **Stop the exam and follow evacuation procedure**
- **Explain to students that they are not allowed to sit the rest of their exam and contact parents**
- **Apply for special consideration for anyone that asks for it**

# Key Messages

# Tips to take away

01

**Network and training to build your support network with other Exams Officers.**

02

**Good relationships in your centre, from Senior Leaders to Estates and everything in-between.**

03

**Clarity of your responsibilities; discuss with your line manager to ensure you know who does what.**

04

**Consult the JCQ documents and your internal policies and procedures if you are unsure.**

05

**Call our teams at AQA; we are here to support you.**

# Exams Officer networks



## How can we help?

Get in touch on:  
**0800 1977162**  
**[eos@aqa.org.uk](mailto:eos@aqa.org.uk)**



## Keeping in touch

- Monthly AQA EO Update email
- Training events
- Our Social Media channels on Facebook, Instagram & LinkedIn
- Customer Services via telephone, email or live chat





# Thank you