The role and responsibilities of a senior leader in overseeing examinations and assessments within their centre

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JCQ regulations
General Regulations for Approved Centres

A senior leader who is responsible for examination administration must…	Section
…receive appropriate…support to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ and awarding body regulations	5.3c
…familiarise themselves with relevant awarding body and JCQ documentation. This will ensure the examinations officer and SENCo are supported as well as ensuring effective centre decision making in line with the published regulations	5.3c
…[have] a good working knowledge of the examination system…[to] provide effective line management, support and supervision of the examinations officer to ensure the integrity and security of examinations and assessments are maintained throughout an examination series	5.3e
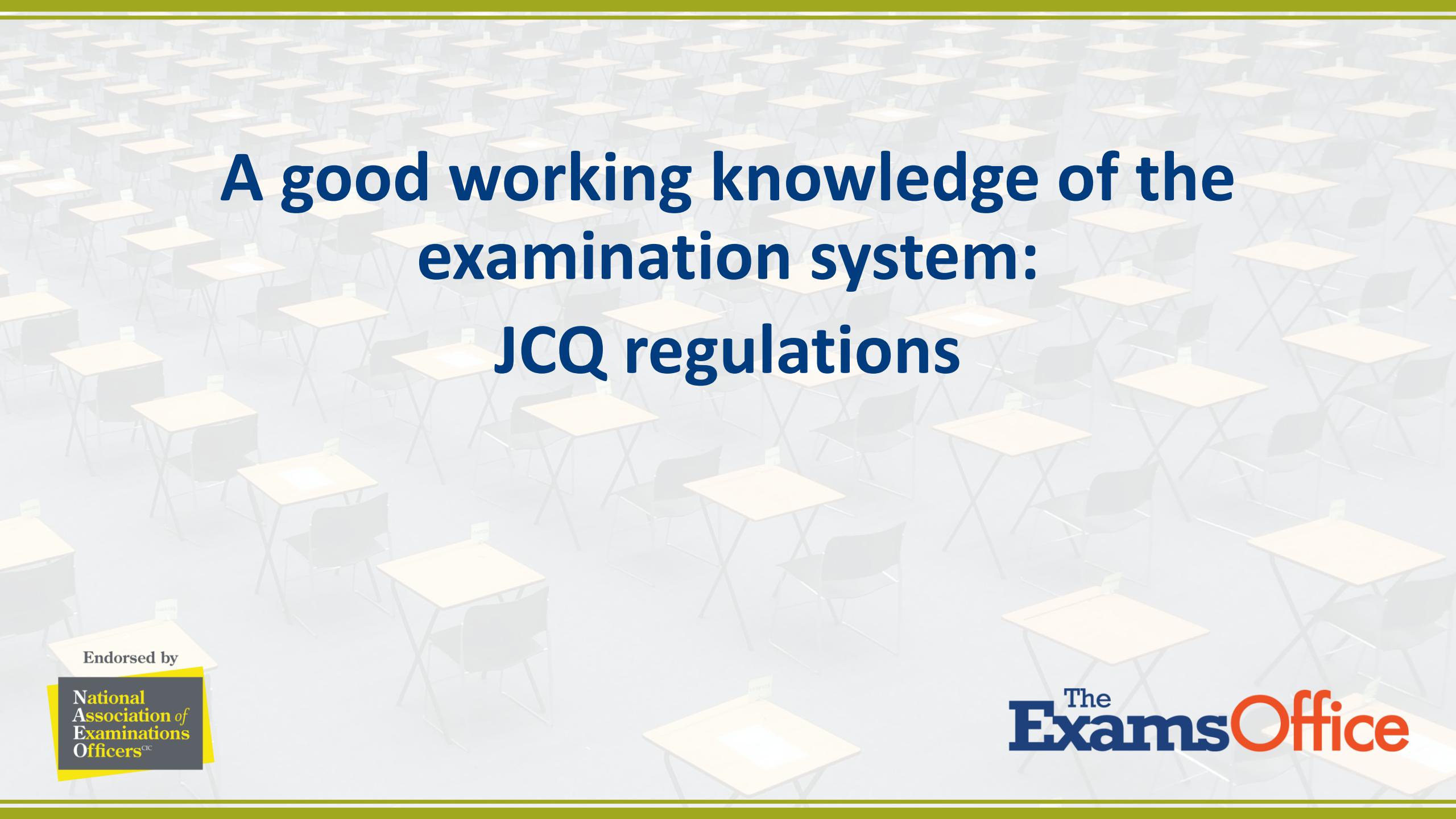
A good working knowledge of the examination system:
JCQ regulations

The Exams Office
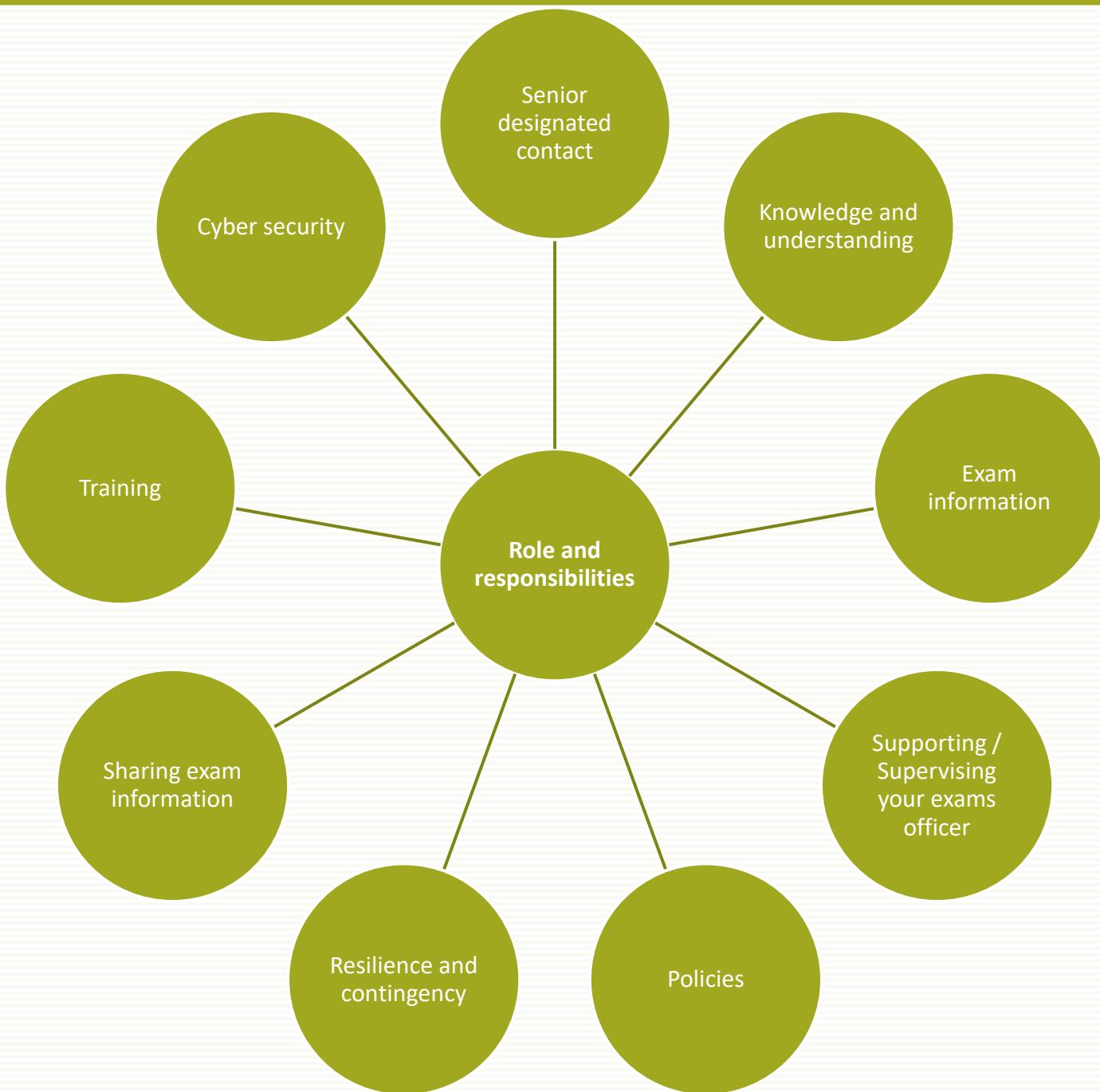
Cyber security (General Regulations for Approved Centres sections 3.20-21)

- JCQ has introduced enhanced cyber security requirements to help centres protect sensitive data and maintain the integrity of exams and assessments

- The head of centre must ensure there are procedures in place to maintain the security of user accounts by:

  - Making sure relevant members of centre staff undertake **annual cyber security training**

  - Developing and maintaining a **cyber security policy** for the centre

  - Implementing and enforcing **robust security measures**

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Cyber security (General Regulations for Approved Centres sections 3.20-21)

1. Annual training

All members of centre staff who access awarding bodies' online systems must undertake annual cyber security training

2. Centre policy

Centres must develop and maintain a comprehensive cyber security policy

3. Security measures

Robust security measures that must be implemented and enforced include:

- Mandatory Multi-Factor Authentication (MFA) for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data

- Regularly reviewing and updating security settings to align with best practice

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Cyber security training

1 The importance of creating strong, unique passwords for all accounts

2 Keeping all account details strictly confidential

3 The critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access

4 How to properly set up and use MFA for both centre and awarding bodies' systems

5 An awareness of all types of social engineering/phishing attempts

6 The importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture

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Cyber security training – Option 1

- Certificates of completed staff cyber training must be downloaded and held on file for inspection

- Suitable training resources can be found on the National Cyber Security Centre website: www.ncsc.gov.uk/information/cyber-security-training-schools

- The NCSC training resource provides a certificate of completion for cyber training

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Cyber security training – Option 2

To support centres in meeting JCQ cyber security requirements, The Exams Office has developed a dedicated online training and assessment module

Available through The Exams Office Hub as part of your membership, the module includes:

- Comprehensive cyber security guidance aligned with JCQ's *Guidance for centres on cyber security*

- Self-assessment activities to confirm understanding

- A certificated assessment to validate knowledge and compliance

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Cyber security policy

Centres must develop and maintain a comprehensive cyber security policy. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating a policy

Editable policy templates are available from:

The Exams Office Hub
• Select 'Key Documents' from the Resources menu and filter on category, 'Exam Policy Templates' • You can also use the 'Search' function

The JCQ website
• From the main menu, select 'Exams Office' and then 'General Regulations'

Contingency planning

- Cover the absence of the head of centre, relevant senior leader(s) with oversight of examination and assessment administration, SENCo/ALNCo, examinations officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle

- Cover the potential impact of other events, such as flooding, which could lead to all or parts of the centre becoming unavailable

- Cover potential issues with the centre's IT systems

- Identify an alternative site(s) which can be used if examinations cannot be conducted at the registered address

- Include succession arrangements for members of staff involved in examination and assessment administration

Exam-related polices/procedures

- 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 <u>not</u> 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

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Policies which <u>may</u> 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
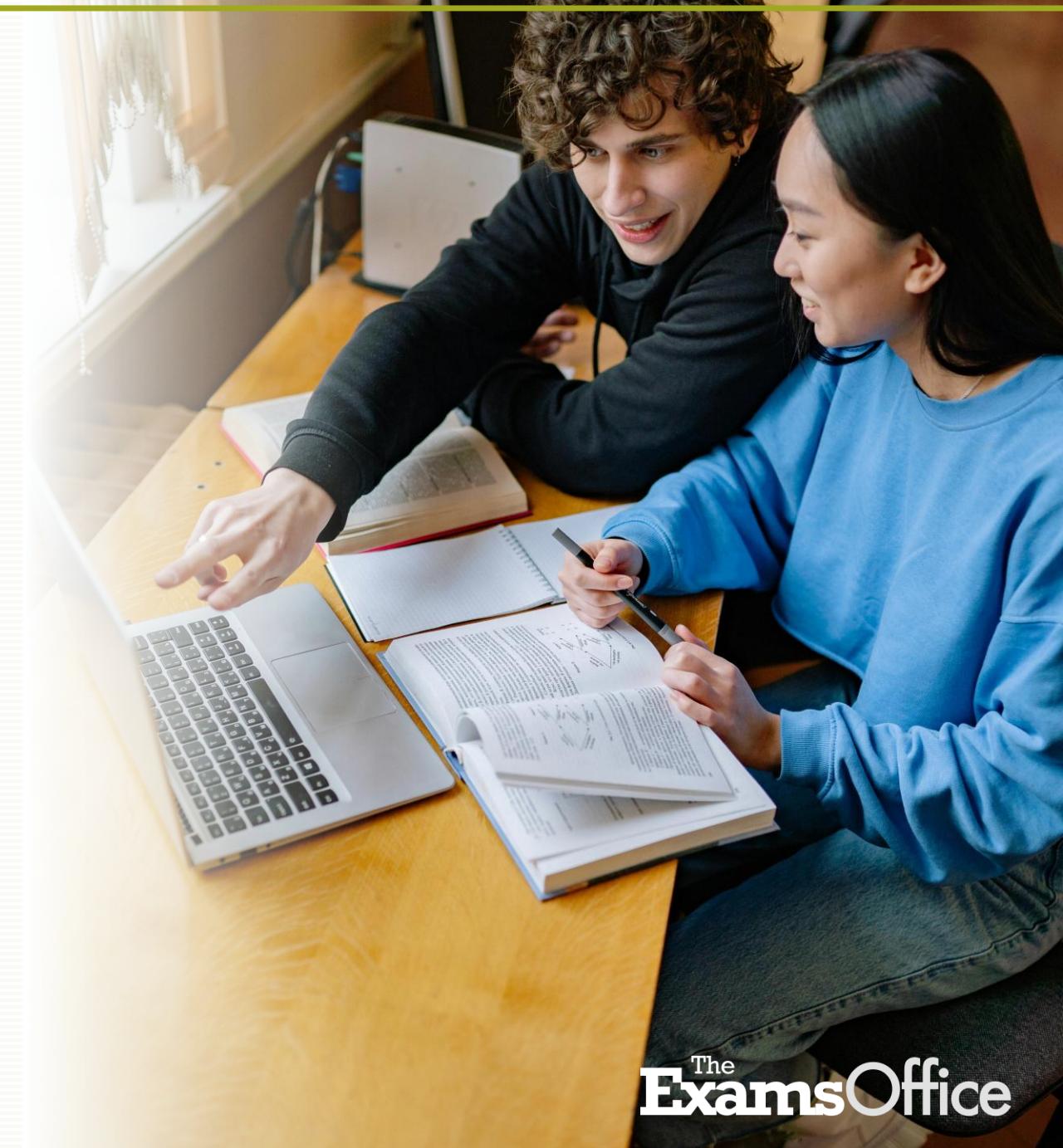
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Policies to which an exams officer should/will be contributing (creating, reviewing and updating)

- 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

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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:

o Alternative Rooming Arrangements Policy (Exams)

o Candidate Absence Policy

o Candidate Late Arrival Policy

o Food and Drink Policy (Exams)

o Leaving the Examination Room Policy

o Managing Behaviour Policy (Exams)

o Overnight Supervision Arrangements Policy

o Private Candidates Policy

o Access Arrangements Policy

o Certificate Issue Procedure and Retention Policy

o Exams Archiving Policy

o Lockdown Policy (Exams)

o 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)