



# Codsall Community High School

## Examinations Policy

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## Candidates, clash candidates and special consideration

Codsall High School's published rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic devices apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates may only leave the exam room for a genuine purpose and are required to return immediately to the exam room. They must be accompanied by a member of staff at all times.

The examination officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

### Candidates with a 'clash'

For clash candidates, the supervision of candidates, identifying a secure venue and arranging overnight supervision is the responsibility of the Exams Officer.

The regulations concerning the management of candidates with a clash are given in JCQ ICE, sections 7.3 and 7.4. Where a candidate has a clash of exams timetabled in the same session, the Exams Officer will decide the order the papers are taken within the session, and you may give candidates a supervised break of no more than 20 minutes between papers (which must be conducted within the examination room, under formal examination conditions).

If a candidate is taking two or more exams timetabled in the same session and the combined time is more than three hours, the Exams Officer can move one of the exams to a different session within the same day. The Exams Officer will decide which exam to move with the exception of AS and A Level Maths and Further Maths. Permission from an awarding body isn't required and you don't need to complete any paperwork.

Where a candidate is taking three or more exams timetabled on the same day and the total duration of those papers is more than six hours for AS and A Level exams or more than five and a half hours for GCSE exams, the Exams Officer can move an exam scheduled for the afternoon session to the following morning, even if that happens to be a Saturday. Candidates are not allowed to take exams on an earlier day than that scheduled on the timetable. Overnight supervision arrangements (JCQ ICE, section 8) are at the centre's discretion. They should only be applied as a last resort once all other options to accommodate the exams on the timetabled day have been exhausted. Often, when candidates understand the arrangements involved, they prefer to sit the exams all on the same day. If all exams are taken on the same day, the Exams Officer will apply for special consideration for the last exam the candidate sits. However, for the purposes of special consideration, centres can't include supervised rest breaks in the calculation of the total duration of the exams (see section 3.3 of *A guide to the special consideration process*).

If the Exams Officer does move an exam to the next day, they will need to complete the JCQ *Overnight Supervision* form using the JCQ Centre Admin Portal (CAP) before the overnight supervision takes place. They will also need to download the JCQ Overnight Supervision Declaration from CAP. This needs to be signed by the candidate, supervisor and the head of centre and then kept on file within the centre.

Question paper security: If candidates take an exam in a different session (either on the same day or the following day), the Exams Officer must seal all question papers used in the earlier session in a non-transparent envelop and return them to the secure storage facility until all candidates have taken the exam.

Where timetable variations aren't allowed: In some cases, timetable variations aren't allowed, for example, to accommodate a holiday or where there is a clash between papers of different awarding bodies or specifications in the same subject at the same qualification level. There's also an exception for AS and A Level Maths and Further Maths. Where a candidate has a timetable clash involving an AS Further Mathematics, AS Mathematics, A Level Further Mathematics, or A Level Mathematics, it is not permitted to move the examination to the morning session. See JCQ ICE, section 7 and the JCQ Notice to Centres for more details. For any other timetable variation query not covered here or in the JCQ ICE, the Exams Officer will email the relevant awarding body for advice.

### Managing 'clash' candidates

When it comes to exam time, the security of the exam must always be maintained. It's vital that 'clash candidates' are supervised by a member of centre staff or an invigilator following the JCQ ICE regulations. Where an exam has been moved to a different session within the same day, the Exams Officer will need to arrange supervision of the candidate between the two sessions. Supervision can take place outside the exam room (e.g. in a classroom) and although formal exam conditions are not needed, candidates must be supervised at all times. Candidates may revise using their own resources but they must not:

- be in possession of a mobile phone or any other electronic communication or storage device
- have access to the internet
- have contact with any candidate who has already sat the examination they are due to take
- be coached by a member of centre staff.

### Special consideration

Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the exams officer, or the exam invigilator, to that effect.

The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example, by providing a letter from the candidate's doctor. The exams officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

### Coursework and appeals against internal assessment and automated assessment

Candidates who have to prepare portfolios should do so by the end of the course or

centre defined date. It is the duty of the Leadteacher for each relevant subject to ensure that all internal assessment is ready for dispatch at the correct time. The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent. Marks for all internally assessed work and estimated grades are provided to the exams office by subject teachers.

All internal assessment must be kept securely as candidates complete it, whilst it is being marked and after final submission until the appeals process has been completed.

### Appeals against internal assessments

For evidence-based assessments, appeals must also be made as outline in the internal assessment appeals policy with the learner clearly stating their reasons for disagreement and the evidence in the portfolio which the learner believes meets the competence requirements of the knowledge and understanding and skills and techniques. The assessor and learner will meet and go through the assessment process, clearly explaining the outcome. The assessor will confirm the outcome in writing to the learner. If learners are not satisfied with the

outcome, they may appeal in writing to the internal verifier who will then meet with the learner and assessor to confirm the outcome in writing to the learner.

### Appeals against automated assessment

Assessments are undertaken using automated testing software which has been approved by the various awarding bodies. In the event of a learner raising a complaint, the assessment report that may be produced by the system will be fully discussed with the learner. Where applicable, an action plan will be agreed and a further assessment date scheduled, unless a fixed date has already been set by the awarding body. In some circumstances and with some awarding bodies, the learner may be offered a free re-sit test, e.g. if there had been hardware problems and issues.

#### In summary:

Appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark of grade awarded. Candidates may appeal if they feel their coursework/evidence-based assessments have been assessed unfairly, inconsistently or not in accordance with the specification for the qualification. Appeals for internal assessments should be made in writing by 1st September to the Headteacher who will decide whether the process used conformed to the necessary requirements. Appeals for evidence-based assessments following meeting with their assessor and internal verifier and have exhausted all of the internal appeals procedures may then appeal in writing directly to the awarding body concerned. In the instance of some awarding bodies, this can be within 20 days of the assessment. The Headteacher's findings will be notified in writing, copied to the exams officer and recorded for awarding body inspection.

### Results, Review of Marking and Moderation (RoMM) and access to scripts (ATS)

Candidates will receive individual result slips on results days in person at Codsall Community High School or electronically via Synergy, or by post to their home address if a self-addressed envelope has been provided in advance. Arrangements for Codsall High School to be open on results days are made by the SLT and the examinations officer. The provision of staff on results day is the responsibility of the SLT.

#### Access To Scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Centre staff may also request scripts for investigation or for teaching purposes. In either case, consent of candidates must be obtained.

#### Review of Marking and Moderation (RoMM)s

RoMMs may be requested by staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested. If a result is queried, the exams officer, teaching staff and the Headteacher will investigate the feasibility of asking for a re-mark at the centre's expense. When the centre does not support a candidate or parent's request for a RoMM, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged. Candidates who do not agree with the decision to not support a RoMM can appeal to the Head of Centre in writing outlining their reasons for this. The Headteacher will review all appeals and where the appeal is successful, the appropriate fee will be refunded to the candidates by the school.

#### Certificates

Certificates are presented in person or collected and signed for. Certificates may be collected on behalf of a candidate by third parties, provided they have been authorised to do so. Replacement certificates are only issued if a candidate agrees to pay the costs incurred. The centre retains certificates for three years.

Collection of certificates takes place in the first instance during the relevant Presentation Evening, which is usually held toward the end of the Autumn term following examination results. Students taking qualifications as part of year 10 “accelerated” options, receive the relevant certificates as part of their wider year 11 certificate presentation.

## Complaints and Appeals Procedures

### Purpose of the procedure

This procedure confirms Codsall Community High School compliance with JCQ’s General Regulations for Approved Centres that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre’s delivery or administration of a qualification.

### Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below:

- Teaching and learning quality, for example:
  - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - Teacher lacking knowledge of new specification/incorrect core content studied/taught
  - Core content not adequately covered
  - Inadequate feedback for a candidate following assessment(s)
  - Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre’s internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Access arrangements
  - Candidate not assessed by the centre’s appointed assessor
  - Candidate not involved in decisions made regarding his/her access arrangements
  - Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
  - Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
  - Exam information not appropriately adapted for a disabled candidate to access it
  - Adapted equipment put in place failed during exam/assessment
  - Approved access arrangement(s) not put in place at the time of an exam/assessment
  - Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- Entries
  - Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)

- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry
- Conducting examinations
  - Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
  - Room in which exam held did not provide candidate with appropriate conditions for taking the exam
  - Inadequate invigilation in exam room
  - Failure to conduct exam according to the regulations
  - Online system failed during (online) exam/assessment
  - Disruption during exam/assessment
  - Alleged, suspected or actual malpractice incident not investigated/reported
  - Eligible application for special consideration for a candidate not submitted/not submitted to timescale
  - Failure to inform/update candidate on the outcome of a special consideration application
- Results and Post-results
  - Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
  - Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry
  - Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
  - Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
  - Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via Mr N Eveson to the centre's internal appeals procedure)
  - Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
  - Centre missed awarding body deadline to apply for a post-results service
  - Centre applied for a post-results service for candidate without gaining required candidate consent/permission

### Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Codsall Community High School encourages him/her to try to resolve this informally in the first instance. Where this is not possible, students and parents will be directed to the whole-school Complaints Policy.

### Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Codsall Community High School compliance with JCQ's General Regulations for Approved Centres that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies make post-results services available. Candidates are given information in their pre-exam hand book informing them how the service works in your centre. This

information is provided before they sit any exams. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer. On results day there are posters informing candidates again of the deadlines and fees for post results services.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of Results (RoRs) offers three services:

- Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, candidates will be contacted by the exams officer. The exams officer, teaching staff and head of centre will investigate the feasibility of requesting a review supported by the CCHS.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form from the complaints and appeals policy at least 10 School days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal, before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 5 school days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.