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## 1. AIMS

The purpose of this Examinations Policy is:

- 1.1. to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates.
- 1.2. to ensure the operation of an efficient exam system with clear guidelines for all relevant staff and signposting to related documentations and policies.
- 1.3. to ensure that the college meets the requirements of examination security and is properly equipped to undertake the administration of examinations.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions, and guidance.

This policy will be communicated to all relevant centre staff.

## 2. EXAM RESPONSIBILITIES

For the examination system to run efficiently, responsibilities are allocated to key members of staff.

**Principal & CEO** has overall responsibility for the college as an exam centre and will confirm, on an annual basis, that they are both aware of and adhering to the latest version of these regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update. The Head of Centre's declaration is kept on file for inspection purposes.

**Vice Principal Quality, Apprenticeships, and Information** in liaison with the principal, is responsible for matters relating to policies and has responsibility for assessment standards.

**Vice Principal of A-Level** in liaison with the principal, is responsible for matters relating to exams entered under Centre 29285 which require Head of Centre involvement. The VP of A-Level will also arrange a meeting with students wishing to re-sit subjects they have formally studied at the college or additional subjects they wish to be examined in but are not currently enrolled. Only on approval can these students be entered for exams.

**Vice Principal Technical and Vocational Education** in liaison with the principal, is responsible for matters relating to exams entered under Centre 29235 which require Head of Centre involvement.

**The MIS Manager**, as Line Manager to the MIS and Exams Team Leader, is responsible for overseeing the work of the Exams Team and providing support whenever necessary.

**The Exams Team**, consisting of the MIS and Exams Team Leader, Examinations Officers, and MIS Administrators, is responsible for the administration of entries for the centres 29285 and 29235, relevant paperwork, organisation of examination sessions and examination data, including:

- a) Being familiar with the contents of annually updated information from awarding bodies on administrative procedure, key tasks, key dates, and deadlines.
- b) Keeping staff informed of imminent deadlines and events.
- c) Ensuring that candidates are informed of the aspects of the exam timetable that will affect them.
- d) Consulting with Programme Leader/Curriculum Directors to ensure that necessary coursework and non-examination assessments are completed on time and in accordance with JCQ guidelines.
- e) Receiving, checking, and storing securely all exam papers and completed scripts.
- f) Applying online for Special Consideration using the JCQ *Guide to the Special Consideration Process* booklet.
- g) Identifying and managing exam timetable clashes.
- h) Accounting for income and expenditure relating to exam costs/charges.
- i) Organising the recruitment, training, and monitoring of a team of exam invigilators responsible for the conduct of exams.
- j) Ensuring candidates' coursework and non-examinations assessment marks are submitted in a timely manner and tracking despatches of any other material required by the appropriate Awarding Bodies correctly and on schedule.
- k) Arranging for dissemination of exam results and certificates to candidates and processing any post result requests.
- l) Maintaining systems and processes to support the timely entry of candidates for their exams.
- m) Liaising with the Access Arrangement Team and implementing Access Arrangements allocated by the Access Arrangement Team.
- n) Communicating with Awarding Bodies.
- o) Posting exam scripts.

### **BTEC Qualifications**

- a) The Director of Quality, Teaching, and Learning Enhancement is the Quality Nominee and is the main point of contact for information related to quality assurance. They will receive regular information from the Awarding Organisation about all aspects of BTEC and other vocational qualifications, which they should share with the relevant staff in the centre. They are also the first point of contact for the Standards Verifiers and Centre Quality Reviewers. They will ensure the Examinations Team is kept informed of the BTEC processes undertaken.
- b) Lead Internal Verifiers will retain overall responsibility for the assessment of a BTEC programme within a centre. There will be comprehensive standardisation available on the Online Standardisation for Centre Assessors (OSCA) system. These materials should be used by the Lead Internal Verifier to standardise their internal verification team. This training should be completed prior to any

assessment decisions being taken. New OSCA materials are released every year and the Lead Internal Verifier will need to confirm each year that they have used the materials to standardise their team.

**Programme Learner/Curriculum Director** will offer guidance and advice to students on matters relating to entries in their programme area, referring students to the Exams Team for specialist exam advice.

Programme Leaders/Curriculum Directors are responsible for:

- a) Informing the Exams Team of changes of specifications and Awarding Organisations
- b) Accurately informing the Exams Team of entries for all relevant exam entry codes.
- c) Adhering to internal deadlines set by the Exams Team.
- d) Promptly informing the Exams Team via MIS of the changes to candidate's course enrolments affecting entries for exams.
- e) Accurately completing coursework mark sheets, online systems and declaration sheets

The choice of specification and Awarding Body is the responsibility of the Programme Learner/Curriculum Director, in conjunction with the appropriate SLT member.

**Subject Teachers** are responsible for supplying accurate information to Programme Leader/Curriculum Director in relation to additions and removals from candidate entry lists, and to inform the Access Arrangement Team by the appropriate deadline of any student they believe may require additional learning support. They will ensure students are prepared and ready for their exams.

**The Access Arrangement Team** is responsible for the assessing of candidates for Access Arrangements and communicating the outcomes in a timely manner to all relevant departments including the Exams Team to allow for the creation of the exam timetable, as well as maintaining up-to-date records of the assessment and special requirements allowed for each student. The Access Arrangement Team is responsible for the testing of candidates' requirements by the deadlines published and in accordance with the JCQ guidelines. The qualifications of the Specialist Assessor (SPLD / access assessor equivalent to a level 7) will have been checked by HR as part of the appointment process and copies of their qualifications can be found in the Exam policy and Procedure file.

**Invigilators** are responsible for the conduct of examinations by following invigilation protocol set out by the JCQ *Instruction for Conducting Examinations* which is supported by the college *Invigilator Handbook*. Training is provided through Exam Office Online and in person.

**Candidates** are responsible for checking their own entries and following regulations and guidelines as set out by the JCQ and college relating to coursework and examinations which is identified in the Candidate Examination Guide.

**Student Support Tutors** will be informed via the Tutorial process of information relating to examinations which they are responsible for disseminating to all students in their tutor groups. They should also refer students promptly to the Access Arrangement Team if there are any concerns.

**Reception staff** will support the Exams Team in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials. In addition, EB reception will contact absent students during exams.

**Site and IT staff** will support the Exams Team in relevant matters relating to exam rooms and resources.

### 3. EXAMINATION SERIES

Examinations can take place at any point throughout the academic calendar. The following list of series is not exhaustive but highlighted the main examinations periods:

- November/December –GCSE autumn series and University Admissions Tests
- January – BTEC, CTECH, and University Scholarship Exams
- May/June –GCE A Level, BTEC, CTECH, and GCSE summer series
- Other on demand and controlled assessment taken under examination conditions take place at other times in the year and agreed with the Programme Leader/Curriculum Director.
- A contingency day is also made available at the end of the summer exam season for any rescheduled exams where all students need to be available. A rescheduled exam will be in very rare and exceptional national circumstances. This can be found on the main college website.

### 4. EXAMINATION SPECIFICATIONS AND AWARDING BODY

Any changes to either qualification, specification, or Awarding Organisation should be identified during the provision planning process. Curriculum teams should update their curriculum content and inform the Exams Team to ensure registration and certification processes can be developed and implemented in a timely manner.

### 5. EXAMINATION ENTRIES

The college is committed to ensuring that all students are appropriately prepared for external examinations in their chosen academic and vocational programmes and that all who, in the opinion of the college, have made the appropriate preparations as part of their agreed learning programmes, are allowed entry free of charge to all relevant programme-related external examinations, with the exception of resits.

Candidates wishing to resit A Level exams will need to seek approval from the VP of A Levels to identify how they will engage with the college to maximise their chances of

improving their grade before following the resit application process identified on the main college website.

Currently enrolled students wishing to sit an exam outside their normal course of study will also need to contact the VP of A Levels to seek approval.

## **6. ENTRY DETAILS (REGISTRATION/TRANSFER/WITHDRAWAL)**

- 6.1. The MIS and Exams Team Leader will decide suitable internal deadlines to allow time for entries and registrations to be made and checked. This will be dependent on the season.
- 6.2. Details of unit details and certification codes are requested by the Exams Team at the end of the previous academic year.
- 6.3. Candidates are automatically entered (**Registered**) for exams by the Exams Team, according to the MIS record, to the schedule of exams supplied by Programme Leader/Curriculum Director at the end of the previous academic year. For on demand exams, candidates are entered in liaison with the Programme Leader/Curriculum Director for that subject.
- 6.4. For Vocational qualifications, certificate claims will be based ~~solely~~ on internally verified assessment records which will be downloaded from ProMonitor Markbook and external assessments where applicable.
- 6.5. Entry lists are circulated to Programme Leader/Curriculum Directors for confirmation prior to the deadline in order to highlight any discrepancies in line with the checks required by exam boards.
- 6.6. Programme Leader/Curriculum Directors should make the necessary amendments on the list indicating whether a student is an addition or a removal and should ensure that if the student has joined or left the course that this information has been referred immediately to MIS – withdrawals and completions are requested using the online system and all transfers via the Student Course Change form. No student will be withdrawn from an exam until the official withdrawal from the course has occurred. Timely registration amendments may lead to a refund of registration fees from the awarding organisation; therefore, withdrawal and transfer requests should be processed as quickly as possible.
- 6.7. Student Course Change forms are used to capture **Transferred** qualifications. These are passed to the Exams Team via email and students are removed from all the exams allocated to the course they leave, unless informed otherwise.
- 6.8. Online withdrawal process will capture **Withdrawn** qualifications. These are passed to the Exams Team via email and students are removed from all the exams allocated to the course they leave, unless informed otherwise.
- 6.9. If a student is enrolled on a new course, the Exams Team will automatically enter the candidate for the forthcoming exams, unless otherwise specified by the Programme Leader/Curriculum Directors. If a student is enrolled after an exam

has already taken place, it is the Programme Leader/Curriculum Directors' responsibility to enter them for that exam at the next opportunity.

- 6.10. All entries (**Registrations**) are made to the Awarding Bodies by Electronic Data Interchange (EDI) or via the Awarding Body website.
- 6.11. All records of entries and claims are recorded on the REMS MIS system.

## 7. RECOGNISED PRIOR LEARNING (RPL)

The Exams Department will process approved credit transfer requests with the appropriate Awarding Organisation upon department requests.

## 8. PAYMENT DETAILS

Provided students are enrolled on a course, the cost of every external examination entry made on behalf of full-time students will, on the first occasion that assessment is undergone, be borne by the college. The college will not normally bear any entry cost associated with the resitting of examinations.

- 8.1. Students, who for no good reason fail to present themselves may be charged for the cost of entry of that exam.
- 8.2. Avoidable late entries by departments will be charged to their budgets unless there is a valid reason why this deadline was missed, e.g. student new to the course after the deadline.
- 8.3. Any penalty fees by the Awarding Bodies caused due to an avoidable error by departments will be charged to that department.

Awarding Body deadlines for entries are indicated below; however, internal deadlines will be applied prior to these dates, to ensure administrative and checking processes are completed to meet these deadlines.

- November Season – deadline 4<sup>th</sup> October
- January Season – deadline 21<sup>st</sup> October
- Registration BTEC – deadline 31<sup>st</sup> October
- May/June GCSE and GCE Season – deadline 21<sup>st</sup> February
- Dates for other series and qualifications should be checked with the subject specification.

## 9. RESIT

- 9.1. For Linear subjects, candidates applying for a resit will be entered for the full award which includes all components for that subject. Only non-examination assessments may be carried forward.

- 9.2. Candidates wishing to return to college to resit an A level exam they previously attempted at the college will need to meet with the VP of A Levels to discuss if the college is able to best support the candidate to maximise their chances at improving their grade. Only following approval from this meeting will the Exams Team make entries.
- 9.3. Students who achieved but wish to improve their grade on A Level, BTEC, or CTECH examinations must pay to be entered to the exam.

## 10. EXAMINATION CLASHES

- 10.1. Clashes will be dealt with in accordance with JCQ regulations.
- 10.2. If a clash occurs with another subject in the same session, these exams will take place one after another and the order will be decided based on the practicality of other exams taking place.
- 10.3. If exams total more than 3 hours within a session, the exam will automatically be moved to the other session on that day as far as is practical unless the candidate discusses this with the Exams Team.
- 10.4. Candidates affected by session changes will be informed of timetable changes caused by clashes and the arrangements for the over-lunch supervision by email, in person and by memo via Tutors.
- 10.5. If a student has significantly more than 6 hours of exams in one day, the Exams Team will discuss the possibility of overnight supervision with the candidate and, therefore, sitting the exam the next day.

## 11. TIMETABLES

- 11.1. Individual timetables will be made available via ProPortal and MySCG app for students to download and will include date, location and time of each student's individual exams with clashes resolved and extra time allowance included.
- 11.2. An overall list of exams will be available to staff once all clashes have been resolved and seating allocated.
- 11.3. A general timetable of examined units is available on the relevant Awarding Body websites. In addition, a compiled timetable of the suite of general qualifications exams offered by the centre can be found on the main college website.

## 12. CERTIFICATION CLAIMS, INCLUDING UNIT CERTIFICATION

- 12.1. The Exams Team will ensure that all certification documentation is available to Programme Leader/Curriculum Directors as soon as possible.
- 12.2. Programme Leader/Curriculum Directors are responsible for the completion of the marks using the Awarding Body online systems and to meet their exam



board deadlines. However, any document which needs to be sent to the Awarding Bodies must be handed into the Exams Team in time to meet external deadlines.

- 12.3. The Exams Team, when advised of sample requests, will forward the request directly to Programme Leader/Curriculum Directors so that these can be processed within the timeframe set by the Awarding Body.
- 12.4. Programme Leader/Curriculum Directors are responsible for the delivery of coursework and non-examination assessment samples to the Exams Team for despatch to moderators within the timeframe issued by the Board.
- 12.5. The Exams Team will ensure that all coursework and non-examinations assessment is appropriately packaged and posted with a Certificate of Post obtained for each package and within 2 days of receipt of the documents.
- 12.6. The Exams Team will ensure that all certification claims for full certificates and unitised certificates are processed in line with the Awarding Bodies processes and timelines.

### 13. APPEALS AGAINST INTERNAL ASSESSMENTS

A separate policy for internal appeals, *Student Academic Appeal Policy*, is available from the policy area online as well as for Students on Moodle Examinations. This policy will be highlighted during tutorials and by teachers specifically once coursework results are given to the student due to the short turn around period.

### 14. PREPARATION FOR EXAMS

- 14.1. It is the responsibility of the Subject Teachers to prepare students for exams, which includes students being informed of the date of the subject's exam and which unit they are sitting. Candidates must also be made aware by the Subject Teacher of any additional equipment necessary for their exam, e.g. calculators, as well as reminding them that it is a requirement to bring their ID and Timetables to the exams.
- 14.2. Students should also ensure they know their candidate numbers which can be found on their timetable.
- 14.3. The Student Support Tutors will inform students in Tutorials of the relevant general exam information passed to them and where students can access it online.

### 15. SECURITY OF EXAM MATERIAL

- 15.1. When examination papers arrive at the college reception, they are registered in the tracking examination parcel booklet and delivered to the Exams Office directly.

- 15.2. A member of the Exams Team will sort these promptly and lock them in the secure storage, which adheres to the regulations set out in the JCQ booklet *Instructions for conducting examinations*.
- 15.3. For Pre-Release material, these are recorded on the *Exams Script Taken out Form* to ensure internal tracking of secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential.
- 15.4. A *second Pair of Eyes Form* is completed by a member to the Exams Team and an invigilator to ensure security of the exam paper.
- 15.5. For Centre 29285 - There is a number lock system for the secure storage room and 2 sets of keys for the secure key unit holding keys for the lockers. For Centre 29235 – The key to the secure storage room is stored in the Exams Office. The key to the secure storage is held in a coded key box within the room secured by keypad access.

## **16. ACCESS ARRANGEMENTS AND EQUALITY LEGISLATION**

It is the responsibility of an awarding body to make reasonable adjustments for a candidate defined as disabled within the meaning of the Equality Acts 2010 which is identified in the JCQ booklet *Access Arrangement and Reasonable Adjustments*. The booklet should be used as guidance to enable this requirement. All exam centre staff must ensure that they meet the requirements of any equality legislation. The Centre will comply with the legislation, including making reasonable adjustments to the service that they provide candidates in accordance with requirements devised by the legislation, awarding bodies and JCQ.

- 16.1. Candidates who may require Access Arrangements are identified by the Access Arrangement Team either during the admissions process, via referrals from Subject Teachers, Support Tutor, or Progression Specialist, via parents/guardians or by the students themselves.
- 16.2. Dates by which candidates need to have been referred to the Access Arrangement Team will be advertised during the term by that team.
- 16.3. The Specialist Teacher assesses students to comply with the regulations and by the deadlines set by the board for each exam series and informs the Exams Team of these requirements using the internal college system. Teaching staff will also be informed of the candidate's needs.
- 16.4. The Data Team will upload the necessary data onto JCQ Access Arrangement Online Tool to gain JCQ approval using the information provided by the Access Arrangement Team.
- 16.5. Some students may require modified papers, e.g. enlargement, Braille, and these are applied for by the Exams Team by the deadline set by the Board. The Board may not be able to process any requests beyond the published dates.

- 16.6. Students will be granted the use of a Word Processor, if a need has been assessed by the Specialist Teacher and only if this is their normal way of working. The policy governing the use of Word Processors in Examinations is made available to relevant staff and can be found in Appendix A of this document.
- 16.7. Access Arrangements include: Extra time, Rest Breaks, Reader, Scribe, Small Room, Separate Room, use of a Word Processor etc.
- 16.8. The following information confirms the centre's good practice in relation to the Equality Act 2010 and the conduct of examinations.

On a candidate-by-candidate basis, consideration is given to:

- Adapting assessment arrangements.
- Adapting assessment materials.
- The provision of specialist equipment or adaptation of standard equipment.
- Adaptation of the physical environment for access purposes.

The table provides example arrangements, adjustments and adaptations that are considered to meet the need(s) of a candidate and the actions considered/taken by the centre for the purposes of facilitating access.

Statement of Need	Access
Wheelchair users	Rooming in venue which will accommodate wheelchair and can be accessed by ramp and/or lift.
Broken Limbs	Allocation of appropriate support and rooming if required.
Medical need requiring toilet access	Seating towards door.
Injury requiring specialist seating/desk	Special chair/desk provided and rooming and seating in logistically acceptable venue.
Sight impairment	Modified papers including coloured paper. Modification of lighting. Support where appropriate.
Anxiety	Specialist rooming – separate or small venues.
Hearing impairment	Invigilator awareness. Front seating within a venue.

All disabilities which are made known to the Access Arrangement Team will receive the support identified in line with the examination regulations.

- 16.9. In the case where a sudden temporary disability affects the candidate, e.g. a broken arm, the student must contact the Exams Team immediately so that the Awarding Body can be contacted directly to request Access Arrangements if necessary. It is the candidate's responsibility to inform the Exams Team of the disability as soon as it arises if the student is unable to complete an exam without assistance. Access Arrangements cannot be guaranteed if the candidate has failed to notify the Exams Team at least one day in advance of the exam to allow for the acquirement of staff and venue to provide the Access Arrangement.

## 17. INVIGILATION

- 17.1. The MIS and Exams Team Leader will ensure that a pool of invigilators is available to invigilate examinations.
- 17.2. A schedule of invigilators will be organised for the Exam Season by the Exams Team.
- 17.3. Invigilators are trained and briefed by the Exams Team before the exam.
- 17.4. Invigilators are responsible for the conduct of exams according to JCQ and Awarding Bodies regulations.
- 17.5. Any request by departments for invigilation requirements for external assessments will be assessed using the guidance from the board for that unit.
- 17.6. Where there is a large number of invigilation slots, all available external invigilators will be used for invigilation in the first instance and college staff will be requested to fill any remaining invigilation slots.
- 17.7. Candidate requiring specialist Access Arrangements such as Scribes, Readers or TAs will be invigilated by those providing that specialist access arrangement and a schedule will be devised in liaison with the Access Arrangement Team.

## 18. IDENTIFICATION

- 18.1. Candidates are required to place their student identification on their desk for invigilators to check their identification against the register or seating plan for that venue.
- 18.2. Any candidate who does not have current ID on them will be required to sign in at reception.
- 18.3. The centre retains the right to refuse entry to a candidate who is unable to prove their identification.

## 19. EXAMINATION DAYS

- 19.1. Site Staff will be informed by the Exams Team of the requirements for each exam venue and are responsible for the setting up of the allocated rooms.
- 19.2. IT Staff will be informed of the IT requirements for exams and are responsible for the equipment working and providing support on the day.
- 19.3. The Programme Leader/Curriculum Director, or a representative is allowed to be present before the start of the examination in their subject but must remain outside the exam venue, unless they have been given permission to assist by the Exams Team.
- 19.4. No member of staff is allowed to remove any material from the exam venue and may not read the exam papers in the exam venue in line with the JCQ guidelines. Papers will be available to Programme Leader/Curriculum Directors once all scripts have been packaged. If a candidate believes there is a problem with the exam paper, this will be raised by invigilators with the Exams Team.
- 19.5. Absentee lists will be passed by the invigilators to the Exams Team as soon as possible after the exam has started in order for the absent candidates to be contacted promptly.
- 19.6. Absent candidates will be. It is the student's responsibility to inform the college of any changes to their details which are subsequently updated on the MIS system.
- 19.7. If the student can be contacted, the student will be advised of what procedure to follow dependent on their situation. If the student arrives after 10am for morning exams and 2.30pm for afternoon exams, he/she will be warned that their script may not be accepted by the Awarding Body and the Exams Team will send a report to the board. Candidates arriving late are allowed the full time only if the organisational and invigilation arrangements allow.
- 19.8. Absent candidates may be subject to the exam entry fee.
- 19.9. If a student is absent from the exam, he/she will normally get 0 marks, which will be indicated as an 'X' on their results, for the unit/component that has been missed. Students should be advised by Student Support Tutors or Programme Leaders to contact the Exams Team within 7 days of the missed exam to decide whether Special Consideration can be requested.
- 19.10. Conduct in an examination room is according to JCQ regulations and is the immediate responsibility of the invigilator, the MIS and Exams Team Leader, MIS Manager and Senior Leadership Team.

## 20. CONTINGENCY PLAN

The Exams Department will implement the contingency plan as laid out in a separate document entitled Contingency Plan. This plan examines potential risks and issues that could cause disruption to the management and administration of the exam process at

Shrewsbury Colleges Group. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

Should the approval status of a qualification be withdrawn, every effort will be made by the college to protect the learners' interest by transferring their registration to an equivalent qualification or provider.

## 21. SPECIAL CONSIDERATION

- 21.1. If a student suffers some type of emotional or physical disadvantage during an exam, Special Consideration may be applied for following the exam.
- 21.2. The candidate will need to complete the Special Consideration form available on Moodle Examination or by emailing the Exams Team and return it to the Exams Team personally with the appropriate evidence to support the application.
- 21.3. It is the responsibility of the candidate to contact the Exams Team within 7 days of the last exam of that series. After this time, it may not be possible to take action.
- 21.4. The candidate's application will need to be supported by appropriate evidence e.g. a medical note or letter. Each individual case will be reviewed to ensure that appropriate evidence exists to support the application. It is in the best interest of the candidate to provide the most robust evidence available, as this may need to be used as evidence to justify the application to the board.
- 21.5. The Exams Team will refer to the JCQ's guidelines for Special Consideration before accepting an application.
- 21.6. If a student is absent for an exam due to an acceptable circumstance, Special Consideration may be appropriate so long as the student satisfies the minimum criteria identified in the JCQ *Guide to the Special Consideration Process*.

## 22. RESULTS

- 22.1. Result dates are published by the Awarding Bodies at the beginning of the Academic Year and made available on their websites for staff and students.
- 22.2. Summer results will be disseminated electronically via Email, ProPortal, or MySCG app on the morning of the results day to facilitate UCAS applications for 2nd year leavers. Details of the process will be published closer to results day.
- 22.3. All results will be available to staff on the Awarding Body secure website on the morning of results day.

## 23. CERTIFICATES

- 23.1. Certificates arrive at the college during the following academic year for summer exams and throughout the year for other exams. They will be processed so that

they may be dispatched via Royal Mail using the address held on the system for the candidates. A record of dispatch will be held for 4 years.

- 23.2. Any returned certificates are held for 12 months from date of original receipt and then disposed of securely.

## 24. POST RESULTS SERVICES

- 24.1. The Awarding Bodies provide a Post Result Service during a period following the Results Day.
- 24.2. After the Results are published, students may opt to request an Enquiry About Results (e.g.: Remark of scripts) or an Access to Script (e.g.: photocopy or original) Service.
- 24.3. It is the candidate's responsibility to apply for these services using the appropriate application and payment procedures detailed on the main college website before the deadlines.
- 24.4. Programme Leader/Curriculum Directors can download a Department Post Result Form directly from Moodle Examinations or request it from the Exams Team should they wish to pay for and make a request themselves.
- 24.5. Awarding Bodies will no longer consider an Extended Review.
- 24.6. An application by a department should be made by the Programme Leader/Curriculum Director and the cost covered by the department budget unless prior agreement has been reached with the owner of an alternative budget.
- 24.7. If a department requests an Enquiry About Results or the Access to Scripts service to use the scripts as learning aids in their teaching, they must first seek written consent from the students whose scripts are being remarked or requested.
- 24.8. Appeals can only be made via the college and following the return of an Enquiry About Results and via the Head of Centre.

## 25. MALPRACTICE

The Head of Centre, or a member of SLT, in conjunction with the MIS and Exams Team Leader, is responsible for investigating suspected malpractice and will report any malpractice according to the JCQ regulations and Board requirements according to their guidance.

## 26. UNIVERSITY ADMISSIONS TESTS

The college will administer University Admissions Test such as BMAT, STEP and the Aberystwyth Scholarship Entrance Exam, providing accommodation and invigilation as

far as is practical. Students will be responsible for the payment of any entry fees for these exams.

## 27. GDPR AND DOCUMENT RETENTION

### 27.1. GDPR

The college complies with all obligations under the General Data Protection Regulations 2018 and the Data Protection Act 2018. All personal data is processed in line with Privacy Notices published on the college website. [www.scg.ac.uk/polices](http://www.scg.ac.uk/polices)

### 27.2. Document Retention

All records and documents are retained in line with the college's Document Retention Policy. All examination records are retained securely for a minimum of 3 years after the academic years post-certification.

## References and related documents

Document Title	
Instructions for conducting examinations	JCQ
Access Arrangements and Reasonable Adjustments	JCQ
Post-Results Services	JCQ
Guide to Special Consideration Process	JCQ
Exams Policy Generator	QCA (NAA)
Exam Policy Template	DfE



## APPENDIX A - Policy for using Word Processors in Examinations

Shrewsbury Colleges Group will endeavour to comply with its duty under the Equality Act 2010 by meeting the individual needs of a candidate. This must not affect the integrity of the assessment or examination.

A candidate wishing to use a **word processor** in examinations must demonstrate that s/he would be at a disadvantage through not using a word processor.

A word processor cannot simply be granted to a candidate because s/he now wants to type rather than write in examinations or can work faster on a keyboard, or because s/he uses a laptop at home.

As with other examination concessions, a candidate must have a recognised disability or learning need under the Equality Act 2010.

For example:

- A learning difficulty which has a substantial and long-term adverse effect in their ability to write legibly.
- A medical condition.
- A physical disability.
- A sensory impairment.
- Planning and organisational problems when writing by hand.
- Poor handwriting.

The use of a word processor will not be approved if it involves unreasonable costs, unreasonable timeframes or affects the security or integrity of the assessment.

The use of a Word Processor should reflect a student's learning support need and be their 'normal way of working'.

ALS Team September 2019