



Teitl: Title:	Exams Policy and Procedures
Fersiwn: Version	2024-27 V2.0
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	Staff and Students

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	Exams Policy Welsh and E&D Impact A... Exams Policy Equality Impact Assessm...
<i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr Iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i> An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

Perchennog y Ddogfen: Document Owner:	Director of Information Systems		
Ymgynghoriad / Consultation:	Campus Council (May 2015), SMT (March 2019) (Only minimal revisions since 2015 review have been made to the Policy)		
Dyddiad cymeradwyo / Date Approved	Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group	-	
	Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee:	24/04/24	
	Pwyllgorau'r Bwrdd / Board Committees:	Pwyllgor Archwilio a Risg / Audit & Risk Committee:	-
		Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee	-
		Pwyllgor Cyllid, Pobl a Diwylliant / Finance, People & Culture Committee:	-
	Corff Llywodraethu / Governing Body:	-	
Dyddiad Adolygu: Review Date:	24/04/27		

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Rhifwch bob adran a pharagraff
Please number each section and paragraph

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1. **Purpose**

- 1.1. To ensure the planning and management of examinations and external assessment processes are conducted in the best interests of candidates;
- 1.2. To ensure the operation of an efficient exams system, with clear guidelines for all relevant staff;
- 1.3. To ensure all examinations and external assessment processes are conducted in line with national and examining body regulations;
- 1.4. To ensure Coleg Cambria maintains the requirements of examination security at all times;
- 1.5. To ensure all those involved in all aspects of examinations and external assessment processes are familiar with their roles and responsibilities.

2. **Risk**

- 2.1. The college **Risk Register** is used to monitor all Exams related risks, and actions to manage these. These include malpractice, safe keeping of exam papers and inclement weather.
- 2.2. The **Examinations Contingency plan** identifies potential issues that could cause disruption to the management and administration of examinations at Coleg Cambria, and actions to mitigate them.

3. **Scope**

- 3.1. The policy relates to all external examinations conducted at Coleg Cambria for any Awarding Body.

4. **Responsibilities**

4.1. **Head of Centre:**

- 4.1.1. Has overall responsibility for Coleg Cambria as an Exam centre
- 4.1.2. Will confirm annually, through the National Centre Number (NCN) update, that the College is aware and compliant with the latest regulations as set out in the relevant Joint Council for Qualifications publications:
 - 4.1.2.1. General Regulations for Approved Centres
 - 4.1.2.2. Instructions for conducting examinations
 - 4.1.2.3. Instructions for conducting non-examination assessments (reformed GCE and GCSE specifications)
 - 4.1.2.4. Access Arrangements and Reasonable Adjustments
- 4.1.3. Is responsible for reporting all suspected or actual incidents of malpractice, and cooperating with the Awarding Organisation as required in such instances - refer to the JCQ document *Suspected malpractice in examinations and assessments*.
- 4.1.4. Will advise on appeals and re-marks.

4.2. **Exams Team**

4.2.1. **Exams Manager:**

- 4.2.1.1. Is responsible for overseeing all exam processes and managing the administration of external exams;

- 4.2.1.2. Advises the senior leadership team, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by the various awarding bodies;
- 4.2.1.3. Oversees the production and distribution, to all centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff about imminent deadlines and events;
- 4.2.1.4. Ensures that candidates are informed of those aspects of the exams timetable that will affect them;
- 4.2.1.5. Works with Curriculum Directors to ensure that teaching staff have completed the necessary coursework and/or controlled assessments on time and in accordance with JCQ guidelines;
- 4.2.1.6. Works with Curriculum Directors to ensure candidates' coursework / controlled assessment marks, and any other material required by the appropriate awarding bodies are submitted correctly and on schedule;
- 4.2.1.7. Works with Curriculum Directors to ensure returned coursework / controlled assessments is tracked, dispatched and stored;
- 4.2.1.8. Ensures detailed data on estimated entries is confirmed and provided to the relevant Awarding Organisation;
- 4.2.1.9. Maintains systems and processes to support the timely entry of candidates for their exams;
- 4.2.1.10. Is authorised to handle and ensure the integrity and security of secure electronic materials (refer 6.12 Handling of secure electronic materials);
- 4.2.1.11. Ensures processes are in place for all exam papers and completed scripts to be received, checked and stored securely, and that scripts are dispatched as per the guidelines;
- 4.2.1.12. Ensures access arrangements are administered and applications for special consideration are made following the regulations in the JCQ publication 'A guide to the special consideration process';
- 4.2.1.13. Ensures exam timetable clashes are identified and managed, including overnight supervision where necessary;
- 4.2.1.14. Maintains systems and processes to support accurate and timely registration and certification claims for qualifications delivered and assessed at Coleg Cambria;
- 4.2.1.15. Accounts for income and expenditures relating to all exam costs/charges;
- 4.2.1.16. Ensures the recruitment, training, timetabling and monitoring of a team of exams invigilators responsible for the conduct of exams;
- 4.2.1.17. Ensures any incidents of suspected or actual malpractice or maladministration is reported to the Head of Centre and relevant Awarding Organisation;
- 4.2.1.18. Ensures dissemination of exam results and certificates to candidates and processing, in consultation with the SMT, any post results service requests.

4.2.2. **Exams Team Leader(s)**

- 4.2.2.1. Supports the Exams Manager to produce the annual exams calendar and communicates regularly with staff about imminent deadlines and events;
- 4.2.2.2. Makes exam entries in accordance with the Awarding body guidelines;
- 4.2.2.3. Supports the Examination Manager in the process to issue information about exams to candidates;

- 4.2.2.4. Maintains the Exam Timetables, ensuring that exams are booked and rooms and invigilators are allocated; including supervision for clash candidates;
- 4.2.2.5. Receives, checks and stores securely all exam papers / confidential materials;
- 4.2.2.6. Are authorised to handle and ensure the integrity and security of secure electronic materials (refer 6.12 Handling of secure electronic materials);
- 4.2.2.7. Ensures the correct exam papers, exam stationery and materials are distributed to invigilators on exam days;
- 4.2.2.8. Makes applications for exam access arrangements to the Awarding Organisations as instructed by the ALNCO / ALN team;
- 4.2.2.9. Supports the Exams manager in the processing of any special consideration requests to the Awarding Organisation;
- 4.2.2.10. Processes registrations and certification claims, using automated processes or as requested by Curriculum;
- 4.2.2.11. Supports the Exams manager with invigilator training and line manages external invigilators;
- 4.2.2.12. Ensures results are recorded on college systems and supports the Exams manager with the process of disseminating results to candidates on Results days;
- 4.2.2.13. Ensures certificates are processed and distributed to candidates;
- 4.2.2.14. Supports the Exams manager with the processing of post results service requests.

4.2.3. **Exams Officers / Administrators**

- 4.2.3.1. Makes exam entries in accordance with the Awarding body guidelines;
- 4.2.3.2. Updates the Exam Timetables, ensuring that exams are booked and rooms and invigilators are allocated;
- 4.2.3.3. Appropriate examination rooms are booked and IT are informed if specific software is needed for online exams.
- 4.2.3.4. Receives, checks and stores securely all exam papers / confidential materials;
- 4.2.3.5. Are authorised to handle and ensure the integrity and security of secure electronic materials (refer 6.12 Handling of secure electronic materials);
- 4.2.3.6. Ensures the correct exam papers, exam stationery and materials are distributed to invigilators on exam days;
- 4.2.3.7. Makes applications for exam access arrangements to the Awarding Organisations as instructed by the ALNCO / ALN team;
- 4.2.3.8. Processes registrations and certification claims, using automated processes or as requested by Curriculum;
- 4.2.3.9. Records results on college systems, as instructed by the Exams Team Leader;
- 4.2.3.10. Processes and distributes certificates to candidates.

4.3. **Vice Principals, Assistant Principals, Curriculum Directors (or similar)**

- 4.4. Provide guidance and pastoral oversight of candidates who are unsure about exams entries, resits or amendments to entries;
 - 4.4.1. Ensure that curriculum teams adhere to the registration and claims procedure and deadlines;

- 4.4.2. Provide estimated entry information to the Exams manager to meet JCQ and Awarding Organisation requirements;
- 4.4.3. Oversee the accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Exams Manager, for their area of responsibility;
- 4.4.4. Ensure accurate completion and submission of coursework / controlled assessment mark sheets and declaration sheets;
- 4.4.5. Support candidates with decisions on post-results procedures;
- 4.4.6. Decide which qualifications will be delivered, gain approval and inform the Exams manager of any changes in specification;
- 4.4.7. Ensure that course information and learning aims on EBS are correct;
- 4.4.8. Ensure learner information is accurate on EBS, and that Exams are notified of any changes;
- 4.4.9. Ensure that learners are enrolled onto the correct course and learning aim;
- 4.4.10. Ensure that learners are registered, prior to any assessment taking place;
- 4.4.11. Ensure that internal quality assurance of examined and non-examined coursework, and certification claims takes place.

4.5. **Tutors and Assessors:**

- 4.5.1. Supplying information on entries, claim sheets, coursework and controlled assessments as required by their line manager or the Exams Manager;
- 4.5.2. Notify the ALNCO / ALN team of any candidates who may be eligible for additional support and special exam arrangements;
- 4.5.3. Ensure that learners are registered, prior to any assessment taking place;
- 4.5.4. Ensure accurate completion and submission of coursework / controlled assessment mark sheets and declaration sheets;
- 4.5.5. Ensure consent has been obtained from candidates if they wish to request scripts for investigation or for teaching purposes;
- 4.5.6. Support candidates with decisions on post-results procedures and resits.

4.6. **The special educational needs coordinator (ALNCO, supported by ALNS Tutors):**

- 4.6.1. Identification and testing of candidates' requirements for access arrangements and notifying the Exams Team good time so that they are able to put in place exam day arrangements;
- 4.6.2. Ensure there is sufficient evidence and records to support candidate's access arrangement applications;
- 4.6.3. Support the Exams Team in processing any necessary applications in order to gain approval from the awarding organisations (if required);
- 4.6.4. Working with the Exams Team to provide the access arrangements required by candidates in exams rooms;
- 4.6.5. Ensure tutors and assessors are informed of any special arrangements that candidates will need during the course including assessments and exams.

4.7. **Invigilators:**

- 4.7.1. Assist the Exams Team ~~Manager~~ in the efficient running of exams according to JCQ regulations.
- 4.7.2. Collection of exam papers and other material from the exams office before the start of the exam;
- 4.7.3. Ensure exam papers are kept securely at all times;
- 4.7.4. Ensure identity checks against photo-id is carried out for all candidates before the exam starts;
- 4.7.5. Ensure candidates are supervised during exams in accordance with the requirements of the JCQ (including candidates with exam clashes);

- 4.7.6. Will ensure JCQ posters are on display outside exam rooms;
- 4.7.7. Start and finish all exams in accordance with JCQ guidelines;
- 4.7.8. Ensure the correct exam paper / online exam is being taken;
- 4.7.9. Ensure exams are conducted in line with Awarding organisation and JCQ requirements;
- 4.7.10. Ensure attendance registers and seating plans are completed fully, are signed and returned to the exams office;
- 4.7.11. Ensure collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

4.8. Learner Data Services (LDS)

- 4.8.1. Ensure students are enrolled onto the correct course and learning aim;
- 4.8.2. Ensure students are withdrawn / transferred according to the correct process and procedure;
- 4.8.3. Ensure students details are updated on EBS, in the event of any notification of change;

4.9. Information Systems Support (QSI)

- 4.9.1. Provide support to the Exams manager to ensure students receive their timetables and exam instructions via automated communication systems;
- 4.9.2. Provide support to the Exams manager to ensure designated students receive their results on Results days via automated communication systems.

4.10. Information Services (IT)

- 4.10.1. Ensure the availability and suitability of resources for the conduct of online examinations
- 4.10.2. Ensure that technical support is available for any scheduled online examinations
- 4.10.3. Ensure that the software for Awarding body test platforms is up to date and tested
- 4.10.4. Ensure that the necessary online security measures and protocols are in place assuring the security and integrity of examinations
- 4.10.5. Ensure Coleg Cambria meets its requirements as set out by the **JCQ Guidance for Centres on Cybersecurity**
- 4.10.6. Where possible IT software for online examinations is tested prior to online exams taking place.

4.11. Candidates:

- 4.11.1. Make sure they understand-coursework / controlled assessment regulations and sign a declaration that authenticates the coursework as their own;
- 4.11.2. Seek clarification, from the Exams team, on any communication received from the exams department that they do not fully understand.
- 4.11.3. Ensure they are aware of the date and time of their exams and arrive on time to the exam room;
- 4.11.4. Ensure they conduct themselves in all exams according to the JCQ regulations;
- 4.11.5. Report any concerns in relation to themselves, or others, which could affect their performance or the performance of others sitting the exam to the Exams Manager as soon as possible;
- 4.11.6. Report any change in personal details or address to the College via the correct procedure;
- 4.11.7. Raise any special consideration requests or post-results requests according to the correct procedure by the specified deadline.

5. Escalation

- 5.1. In the event of the absence of the head of centre, responsibility for implementing JCQ regulations and requirements relating to **Centre management, Exam entry and preparation, assessments and examinations** will be escalated to the ***Vice Principal of Quality***.

6. Exam Policies and Procedures

6.1. **Qualifications and Exams Offered**

- 6.1.1. The qualifications offered at this centre are decided by the Curriculum Directors, who, amongst others, needs to ensure that the centre has the correct and sufficient resources for the conduct of internal and external assessments;
- 6.1.2. Decisions on whether a candidate should be entered for a particular subject will be taken by Tutor in consultation with the Director/Deputy Director and Candidate;
- 6.1.3. The Exams Team is not responsible for the administration or coordination of any Internal or Mock Exams or assessments
- 6.1.4. The Exams Team is responsible for the administration and coordination of any external, paper based or on-demand assessments are offered. These assessments are run under normal exam conditions and regulations. Where applicable, any new qualifications with external assessment requirements must be reported to the Exams Manager.
- 6.1.5. **Learner Registrations-**
- 6.1.6. The Exams Team will make Learner registrations accurately and timely, in accordance with Awarding Organisation requirements;
- 6.1.7. Curriculum departments will check the accuracy of learner registrations and ensure that candidates are not assessed until they have been registered;
- 6.1.8. The Exams Manager will ensure registration records are kept safely and securely in line with Awarding Organisation requirements.
- 6.1.9. **Registration Procedure:**
- 6.1.9.1. Learner Data Services (LDS) will ensure that student enrolments will be captured on EBS onto the courses and learning aims agreed through the curriculum planning process;
- 6.1.9.2. The Exams Team will only register candidates who have a valid enrolment against the correct qualification on EBS and are showing as 'Active';
- 6.1.9.3. The Exams Team will only register candidates under names that can be verified against suitable identification such as a birth certificate, a driver's licence or a passport, and not their preferred name, should this differ. Only in exceptional circumstances will alternative names be used;
- 6.1.9.4. **Courses in scope for Auto Registration** - For some courses, the Exams Team will automatically register candidates with the Awarding organisation at the start of the academic year. This would include all City and Guilds, BTEC and UAL qualifications. The Exams manager will make periodic checks for late starts to ensure that the candidates are registered;
- 6.1.9.5. **Courses not in scope for Auto Registration** - For courses that are not automatically registered, the Department managers and

curriculum staff must send a Registration Request form (templates available from EBS Reports);

- 6.1.9.6. Learners must be registered in a timely manner according to the timelines below, and prior to any assessments taking place. Awarding body deadlines will take preference should they differ from those below:

Course Length	Dates	Registration deadline
Full Time Course	September to July or roll-on-roll-off	Within 42 days of course start
Short Courses	Part time courses/ or less than a full year	4 weeks after the start date of the course
Very Short Courses	A week or less	First day of course start date

- 6.1.9.7. Registration requests must be sent to exams@cambria.ac.uk. No emails to Exam staff personal email addresses will be accepted.
- 6.1.9.8. Upon receipt of the registration request, the Exams Team will make the registration.
- 6.1.9.9. Confirmation of registration, which will include AO Candidate Reference numbers, where applicable, will be emailed to the person who made the registration request for use on tracking documentation (for EQA purposes) as well as claims documents.

6.2. Requests for late withdrawals or transfers

- 6.2.1. The Exams Team will notify Awarding Organisations of withdrawals, transfers or changes to learner details in a timely manner;
- 6.2.2. Department managers and Curriculum staff will follow the appropriate College procedure to record and gain approval for a student withdrawal or transfer;
- 6.2.3. Once approved, the candidate will be indicated by LDS on EBS as 'Withdrawn' or 'Transferred';
- 6.2.4. The Exams Team will withdraw the registrations of learners with the Awarding Organisation, or transfer them to the correct qualification;
- 6.2.5. For BTEC qualifications, withdrawals will be confirmed by the published deadlines (see Exams Calendar);
- 6.2.6. The Exams Team will not accept any direct requests from Curriculum to withdraw or transfer candidates.

6.3. Exam Entry and Fees (including resits)

- 6.3.1. The Exams Team will make exam entries accurately and in a timely manner, in accordance with Awarding Organisation published procedures;
- 6.3.2. The Exams Team will only enter candidates under names that can be verified against suitable identification such as a birth certificate, a driver's licence or a passport, and not their preferred name, should this differ. Only in exceptional circumstances will alternative names be used;
- 6.3.3. The ALN team and the Exams Team will ensure access arrangements will be applied for in a timely manner, in accordance with Awarding Organisation published procedures;
- 6.3.4. Curriculum must give the Exams Team sufficient notice of exams to support the planning and operation of examinations;

- 6.3.5. Curriculum will ensure that Students / Candidates are prepared and ready to sit their examinations, are informed in advance of dates and times of their examinations and are aware of the regulations governing examinations;
- 6.3.6. The Exams Manager will ensure that exam entry records will be kept safely and securely in line with Awarding Organisation requirements;
- 6.3.7. Where exam entries are submitted late, and incur late fees, these costs will be recorded centrally and reviewed periodically by the management team who will decide whether these costs will be passed on to curriculum;
- 6.3.8. The college will normally pay all exam fees on behalf of Full Time students, or those under 19 at the start of the academic year;
- 6.3.9. Part time students may be charged exam fees, as published as part of the marketing information for their course.
- 6.3.10. Students resitting exams should complete and submit a resit form to the Exams Department in accordance with the deadlines given with previous Exam Results. All students are expected to pay their own resit fees;
- 6.3.11. The Exams Team will seat the candidates, arrange rooms, invigilators and ensure approved access arrangements are provided on the relevant exam dates.
- 6.3.12. **Exam entry procedures - Dated exams (GCSE and A-levels)**
 - 6.3.12.1. The Exams Team will make entries automatically from active enrolments on EBS by the national deadline.
 - 6.3.12.2. The Exams Manager will send checklists to the Curriculum Directors to confirm entries are correct. Curriculum need to advise of any amendments by the published deadline (see Exams Calendar);
 - 6.3.12.3. For November resit exams, the Skills team will confirm which learners are to be entered based on certain criteria;
 - 6.3.12.4. Private resit candidates will contact the Exams Team directly (See **6.4.15 Private candidates**);
 - 6.3.12.5. Prior to the national deadline (see Exams Calendar), all **Access arrangements will** have been applied for by Curriculum, approved by the ALN Team and the AO, and recorded on EBS;
 - 6.3.12.6. The Exams Team will not enter candidates for a candidate at the same level or subject multiple times in the same series;
 - 6.3.12.7. Curriculum will notify the Exams Team of any withdrawals, by the published deadlines, to avoid unnecessary costs;
 - 6.3.12.8. The Exams Team will make the entries and provide Statements of Entry and instructions to candidates via email;
 - 6.3.12.9. The Exams Team will inform Students / candidates by text regarding the dates, times and rooms for their exams.
- 6.3.13. **Exam entry procedures - On-demand Online Exams e.g City and Guilds, VTCT, AAT**
 - 6.3.13.1. Requests for on-demand Exam Entries can only be made upon completion and confirmation of student registration with the AO;
 - 6.3.13.2. Curriculum will ensure that candidates are ready to sit the exam, in order to avoid unnecessary candidate distress, resits and costs;
 - 6.3.13.3. Prior to exam entry, all **Access arrangements, including the provision of paper alternatives** will have been applied for by Curriculum, approved by the Learning Support Team and the AO, and recorded on EBS;

- 6.3.13.4. Curriculum will contact the Exams Team to confirm date and exam room availability at least 10 working days in advance of the planned exam date;
- 6.3.13.5. Once the date and time is confirmed, Curriculum will generate and complete the **Exam Entry Request Form** on EBS OnTrack, which will then be submitted to exams@cambria.ac.uk at least **10 working days** in advance of the exam date (this would include resits). No emails to Exams team personal email addresses will be accepted;
- 6.3.13.6. The Exam entry form must clearly state the AO qualification code, as well as the Exam code, date and time of the exam. Any resit attempt and number (1st, 2nd, 3rd etc.) must be clearly indicated;
- 6.3.13.7. To open a new exam slot, **the minimum number of candidates per session should be at least 5 candidates**, however this may be waived depending on specific circumstances;
- 6.3.13.8. Where a booking is required for <5 candidates, these will be fitted into existing slots as close to the requested time as possible (excluding WBL);
- 6.3.13.9. Candidates cannot be booked in for more than 2 exams on one day;
- 6.3.13.10. Curriculum must Inform the Exams Team at least **48 hours in advance** in the event of an on-demand exam cancellation;
- 6.3.13.11. The Exams Team will email confirmation of exam entry, date and time, to the person who made the Exam Entry request;
- 6.3.13.12. The tutor will advise students of their exam date and time and encourage them to arrive at the exam room in a timely manner, and ensure students bring ID with them to the exam.

6.3.14. **Private candidates (resits only)**

- 6.3.14.1. Former Coleg Cambria students may apply to resit their exams following their departure from the College the previous year, providing that they are not receiving any tuition, or are enrolled for any other courses at Coleg Cambria, under certain conditions, as an external / private candidate;
- 6.3.14.2. The Exams Manager will enter private / external candidates for written examinations only;
- 6.3.14.3. Coleg Cambria **cannot** provide private / external candidates with: Support for their studies, materials or specialist books required during an examination, facilities for coursework to be marked, facilities to conduct oral tests related to qualifications, or facilities to carry out practical tests;
- 6.3.14.4. Coleg Cambria will **not** be responsible for any Coursework, Non-Exam Assessment or Controlled Assessment components attached to a resit exam entry. The Exams Manager will only make entries where external candidates have already obtained a grade for that component and can be entered for a specification that allows the component to be carried forward.

6.4. **Clash Candidates**

- 6.4.1. Once all exam entries have been made any clash candidates (a candidate who has 2 or more exams timetabled at the same time) will be identified;

- 6.4.2. Each clash is will be resolved by moving the start time of one of the exams to either the morning or afternoon, depending on when the clash occurs. *As per the JCQ requirement, in the event of a clash AS Further Mathematics, AS Mathematics, A-level Further Mathematics or A-level Mathematics examinations cannot be moved to the morning session and must take place in the published session as per the AO timetable;*
- 6.4.3. Once all clashes are resolved, candidates will be seated using the Exams Seating report.
- 6.4.4. Once all the candidates have been seated, individual examination timetables will be printed and sent to students with instructions regarding the examination rules and regulations. Those with over-lunch clashes are informed that they are clash candidates and that they are not allowed to leave the exam room unaccompanied between exams.

6.5. Access Arrangements

- 6.5.1. Curriculum must ensure that the Additional Learning Needs Team are informed as soon as possible of any potential exam access arrangements needs, to ensure that these can be assessed, approved and applied for by the national deadlines / prior to any assessment taking place;
- 6.5.2. All exams staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law, in accordance with the Equality Act (2010) and Disability Discrimination Act (2005);
- 6.5.3. The Exams manager is responsible for ensuring completed access arrangement applications are submitted to the awarding bodies using information supplied in a timely manner by the Additional Learning Needs Team;
- 6.5.4. The Exams Team will put access arrangements in place, including rooms and invigilation, working in conjunction with the Additional Learning Needs Team;
- 6.5.5. The Exams Team will detail any required access arrangements for specific candidates to invigilators in the exam pack provided;
- 6.5.6. Invigilators must ensure that they familiarise themselves with the exam pack and are aware of the candidates with access arrangements in the examination.

6.6. Regulations & Invigilation

- 6.6.1. All exams are conducted in accordance with JCQ regulations where applicable, or in accordance with the guidelines issued by the relevant Awarding Body;
- 6.6.2. The Exams Team and invigilators will ensure that JCQ Unauthorised items and Warning to candidates posters will be displayed in a prominent place for all candidates to see prior to entering the examination room;
- 6.6.3. Candidates entered for dated exams will be issued with instructions regarding the examination rules and regulations when they receive their timetable;
- 6.6.4. Coleg Cambria employs a team of Invigilators. These staff are subject to normal recruitment processes including DBS checks. They are also provided with full training when they start and regular update training each year following JCQ updates. These updates are also given to any other Coleg Cambria staff invigilating exams as part of their role;
- 6.6.5. Each invigilator is provided with an Invigilation Pack that includes essential information and guidance, and also the JCQ guidelines;
- 6.6.6. All Invigilation staff are expected to make themselves available during main Exam Periods each year.
- 6.6.7. It is the responsibility of the Invigilator(s) to:

- 6.6.7.1. ensure all candidates have an equal opportunity to demonstrate their abilities;
- 6.6.7.2. ensure the security of the examination before, during and after the examination;
- 6.6.7.3. prevent and report possible candidate malpractice;
- 6.6.7.4. prevent possible administrative failures;
- 6.6.8. Prior to admitting candidates, the invigilator must ensure the exam room is ready and suitable for the conduct of the examination. Amongst others, they must ensure there is a working clock, and JCQ Unauthorised items and Warning to candidates posters are displayed;
- 6.6.9. The invigilator will check the identity of each candidate prior to commencing the exam (see **6.8 Procedure for Identifying candidates**).
- 6.6.10. The invigilator will read out the announcement / instructions to candidates prior to commencing the exam;
- 6.6.11. The invigilator will mark the register, complete and sign the seating plan;
- 6.6.12. The invigilator will record and report any incidents on the Exam report form;
- 6.6.13. Once the exam is complete, the invigilator will return all exam documentation as well as exam papers, both used and unused to the Exams Team.

6.7. Procedure for identifying candidates

- 6.7.1. Invigilators and WBL assessors must establish the identity of all candidates prior to them sitting their examinations, using a visual check against a valid form of photo identification. For on-screen exams, the candidate date of birth must be verified;
- 6.7.2. If the student / candidate is not able to provide any valid photo identification, or refuses to cooperate with the invigilator to verify their identity, they will be refused entry to the examination;
- 6.7.3. Should a student / candidate be found to be pretending to be someone else, or arranging for another person to take their place in an examination or an assessment, this will constitute candidate malpractice and will be reported to the Awarding Organisation. The college may also take further disciplinary action;
- 6.7.4. Acceptable forms of photo identification will, in the main, be a student ID card, passport or driving licence. Other forms of identification must be approved by the Exams manager in advance;
- 6.7.5. Should an internal candidate not bring any form of identification to the examination, they will be directed to the Student Services team to obtain a temporary photo ID;
- 6.7.6. Senior members of staff authorised by the Head of Centre may also be present at the start of examinations to assist in the identification of candidates;
- 6.7.7. Where it is not possible to verify the identity of a candidate due to the wearing of religious clothing, for example, a veil, the candidate will be approached by a member of staff of the same gender and taken to a private room, where they will politely be requested to remove the religious clothing for identification purposes. Once identification has been confirmed, the candidate should replace the religious clothing and will proceed to sit the examination as normal. Candidates must be informed of this procedure well in advance of their first examination.

6.8. Special Consideration

- 6.8.1. Should a student be ill before an examination, suffer bereavement or other trauma, be taken ill during the examination itself or otherwise disadvantaged or disturbed during an examination, then it is the student/parent/ carer's responsibility to alert the College, the Exams Team, or the examination invigilator, to that effect, as soon as

- possible after the exam has taken place and in advance of the published national deadline (see Exams Calendar);
- 6.8.2. The student must support any special consideration claim with appropriate evidence within three days of the examination; for example, a letter from the student's doctor. The tutor may provide a supporting statement, however this cannot be the sole basis of evidence;
 - 6.8.3. The Exams Team will submit the special consideration request to the Awarding Organisation within the awarding body deadline, and confirm to the applicant that it has been submitted.
 - 6.8.4. Special consideration requests are time sensitive and must be submitted prior to the awarding body deadline. Any special consideration requests received after the deadline will need to be approved by the Head of centre;
 - 6.8.5. The outcome of the request will be communicated to the candidate by the Exams Team;
 - 6.8.6. If an unforeseen event affects the running of an exam – for example a prolonged fire alarm or unexpected interruption – the invigilator must report this to the Exams team Leader, and complete an Exam Incident form. It is the responsibility of the Exams Manager to ensure special consideration is requested to the relevant exam board, by the specified deadline, in such an eventuality.

6.9. **Controlled Assessments & Coursework**

- 6.10.1 Please refer to the Non-examination Assessment Policy.

6.10. **Exam Days**

- 6.10.1. The Exams Manager and Exams Team Leaders will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator;
- 6.10.2. Site management staff are responsible for setting up the allocated rooms, and will be advised of requirements in advance;
- 6.10.3. The Exams Team will ensure exam papers are received, logged and kept securely as per requirements stipulated by the JCQ;
- 6.10.4. On exam days, exam papers will be confirmed as correct by two members of the Exams Team (Second pair of Eyes Check form) prior to distribution;
- 6.10.5. Invigilators will start and finish all exams in accordance with JCQ guidelines;
- 6.10.6. Apart from the invigilators, no other staff may be present in the exam room, unless this is in accordance with the rules defined by JCQ;
- 6.10.7. In practical exams, subject teachers' availability will be in accordance with JCQ guidelines;
- 6.10.8. Exam papers ~~must~~ may not be accessed or read by subject teachers or be removed from the exam room at any time
- 6.10.9. After the exam, the invigilator will return all completed and unused exam papers to the exams office. The Exams Team will safely dispatch completed examination scripts and attendance registers to the Awarding Organisation.
- 6.10.10. The Exams Team will upload work completed for set tasks to the Pearson portal by the published deadline;
- 6.10.11. Unused exam papers may be collected by subject tutors 24 hours after the exam has taken place, or will be destroyed after the conclusion of the exam series;
- 6.10.12. Candidates' personal belongings remain their own responsibility and the Centre accepts no liability for their loss or damage;
- 6.10.13. Candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that

subject in the exam room. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities, including Smart Watches and ordinary wrist watches. Any precluded items must not be taken into an exam room;

- 6.10.14. Disruptive candidates will be dealt with in accordance with JCQ guidelines, and college's Student Discipline Policy. Candidates who leave an exam room during the exam, before the key time, or on a supervised break must be accompanied by an appropriate member of staff at all times;
- 6.10.15. The Exams Manager and Exams Team Leaders are responsible for handling late or absent candidates on exam day, in conjunction with the invigilators, Tutors, and Directors.

6.11. Handling of secure electronic materials

- 6.11.1. The Head of Centre will ensure that at least two but no more than six members of the Exams team are authorised to access secure exam content (per centre);
- 6.11.2. Files containing secure electronic materials will only be accessed by the named individual (s) to whom they have been sent and emails or links will not be shared;
- 6.11.3. By accessing secure material the named individual is accepting responsibility for maintaining the security of the email;
- 6.11.4. Secure files will only be accessed and printed within a secure environment;
- 6.11.5. The file must be downloaded and printed only for the candidate (s) who have been entered for the examination. No unnecessary hard copies of the downloaded exam paper will be created;
- 6.11.6. Once the question paper has been downloaded and printed, it will be immediately deleted from the Download folder as well as the Recycling Bin. All emails or links associated will also be deleted from the Inbox and Deleted items folder;
- 6.11.7. Printed copies of exam papers will be kept in a sealed non-transparent envelope. The envelope will be stored in the secure storage room until transfer to the examination room at the appropriate time;
- 6.11.8. In the case of a student absence (where the exam paper has already been printed), the hard copy will be securely destroyed immediately.

6.12. Malpractice

- 6.12.1. Candidates are issued with instructions regarding the examination rules and regulations when they receive their timetable. These regulations are also displayed outside of the exam rooms;
- 6.12.2. The invigilator must read out the exam regulations, prior to any exam commencing. Invigilators must ensure that latecomers are made aware of the regulations prior to admitting them to the exam room;
- 6.12.3. The invigilator will report any instances of suspected candidate malpractice immediately to the Exams Manager / Team leader and include a report of the incident in the Invigilation report;
- 6.12.4. The Exams Manager will follow the relevant Awarding Organisation procedure in order to report suspected candidate malpractice;
- 6.12.5. The Exams Manager will inform the VP Quality, Head of Centre and relevant Manager, when doing so,
- 6.12.6. The Head of Centre in consultation with relevant Managers and the VP Quality is responsible for investigating suspected malpractice;
- 6.12.7. The Centre will cooperate with the Awarding Organisation to ensure any further investigations are carried out, as well as applying any sanctions, should these arise;
- 6.12.8. For further information, please see the **Student Malpractice Policy**.

6.13. Results Days

- 6.13.1. Only results designated for release on Results days will be communicated to the relevant candidates. This will therefore be limited to GCSE, A-level, BTEC qualifications with fixed date exams, UAL qualifications and C&G Technical qualifications with fixed date exams;
- 6.13.2. The Exams team will download exam results as these become available from the AO portals, and import / enter these onto EBS, in advance of the nationally designated results days;
- 6.13.3. The Exams Manager will make the results available to the Principal and approved Vice Principals and Directors of Curriculum in advance, but they must remain embargoed for students / candidates **until 8 am on the morning of the designated Results days;**
- 6.13.4. The Head of Centre, Vice Principals and Curriculum Directors will ensure support is available for candidates on post results procedures;
- 6.13.5. The Exams Manager will coordinate with the LDS team to ensure all students who are in scope, will receive a result by email on the designated results day after 8 am, as well as information of post results services available to them.

6.14. Access to Scripts & Remarks

- 6.14.1. Requests for Script returns (priority or standard) and / or clerical checks must be made by the candidate themselves by emailing exams@cambria.ac.uk, in advance of the appropriate published deadline;
- 6.14.2. Appeal forms are issued with result notifications, which includes costs and deadline dates. In order to proceed with the enquiry about results, candidates must complete and sign the appropriate forms. Please refer to the Internal Appeals Policy for External Qualifications Policy for further details.
- 6.14.3. The Exams Manager or Exam Team Leader will submit the request to the AO;
- 6.14.4. The Exams Team will be informed of the outcome by the AO and pass this on to the candidate.
- 6.14.5. If the college makes an enquiry about the result and a subsequent appeal of an examination, candidates must be aware there are three possible outcomes:
 - 6.14.5.1. The original mark is lowered, so the final grade may be lower than the original grade received.
 - 6.14.5.2. The original mark is confirmed as correct, and there is no change to the grade.
 - 6.14.5.3. The original mark is raised, so the final grade may be higher than the original grade received.

6.15. Certification

- 6.15.1. Curriculum Directors and the Exams team will ensure that certificate claims are made in a timely manner, following robust internal (and external) quality assurance checks;
- 6.15.2. The Exams Manager will ensure that certificates will be received, recorded and audited to ensure accuracy and completeness;
- 6.15.3. The Exams Manager will ensure that certificates will be sent to candidates in a timely manner;

- 6.15.4. The Exams team will post certificates to candidates upon receipt from the Awarding Organisation, using the details from EBS. In certain circumstances, certificates may also be given to students by the tutors, where this has been agreed in advance;
- 6.15.5. It is the responsibility of students / candidates to ensure their contact information is correct and up to date, and the Exams team will not accept any responsibility for lost certificates due to inaccurate information. Students must advise the college of changes to personal information according to the correct procedure, which will be actioned by the LDS team;
- 6.15.6. The Exams team will make every effort to ensure certificates reach the candidate, however, where an address cannot be obtained, or a certificate is returned undelivered, these will be retained by the centre for 3 years to enable collection by the candidate.

6.15.7. **Claims Procedure**

- 6.15.7.1. Curriculum will make requests for certification (claims) upon completion of the qualification, and after all internal and external quality assurance procedures have been completed;
- 6.15.7.2. Department managers, curriculum staff and IQAs will ensure that an audit trail of learner attendance, assessment and achievement is in place;
- 6.15.7.3. Curriculum staff will complete an **Approved Claim Form*** fully, with the Centre number, Qualification code, Qualification Title, Learner names and surnames, date of birth, registration number (where applicable), unit names and unit codes

***Approved claim forms:**

BTEC – Bulk upload form to be generated by Exams from the EdexcelOnline portal. C&G, VTCT and other – claim form from EBS reports. Any claim form agreed in advance with the Exams Manager

- 6.15.7.4. The claim form must be checked by a second person and signed off by the IQA / Curriculum Director prior to submission to the Exams Team. No emails to Exam staff personal email addresses will be accepted;
- 6.15.7.5. In some instances, the department may make the claim directly on the Awarding Organisation system, without submitting a claim form to the Exams Team. In line with College and Awarding Organisation quality assurance requirements, these claims will be verified by a second person and signed off by the IQA / Curriculum Director prior to submission;
- 6.15.7.6. Curriculum staff must make certification claims within 5 days of the course completion date;
- 6.15.7.7. BTEC and UAL claims must be submitted by the agreed internal deadline (see Exams Calendar) to ensure students receive results on Results days;
- 6.15.7.8. Upon receipt of the certification request, the Exams Team will process the certification claim within 5 working days;
- 6.15.7.9. Certification requests that do not meet the requirements, or which have not been signed by the Curriculum Director, will be rejected by the Exams Team and may result in delays in claims and certification.

6.15.8. **Invalid certificates**

- 6.15.8.1. If it is discovered that a certificate has been claimed in error, the Exams Manager will inform the relevant Awarding Organisation and comply with any actions that are specified to rectify the issue;
- 6.15.8.2. Instances of invalid certification may also constitute malpractice or maladministration, for example, where the evidence assessed is not the candidate's own work, the candidate is still working towards the qualification after the certificate has been claimed, the certificates have been claimed based on falsified or incorrect records;
- 6.15.8.3. Should it be discovered that there is suspected malpractice or maladministration, the Exams Manager will immediately notify the Head of Centre, and inform the Awarding Organisation and comply with any requirements or actions specified;
- 6.15.8.4. The Awarding Organisation may inform the relevant regulatory authority and any other appropriate authorities and agree the appropriate actions with them.

6.15.9. **Requests for Replacement Certificates – Spelling mistakes**

- 6.15.9.1. Requests for Replacement Certificates must be made by the candidate themselves by emailing exams@cambria.ac.uk, or in person within 4 weeks of receiving their certificate;
- 6.15.9.2. Together with the request, the candidate will have to provide photo identification by including a scanned copy of their driving licence, passport or photo ID, and return the incorrect certificates to the Exams Team, before an application will be made;
- 6.15.9.3. If it is determined that the spelling mistake occurred due to an error by the College, the replacement fee will be waived;
- 6.15.9.4. The Exams Team will make the request for the replacement certificate and notify the candidate when the new certificate has been posted.

6.15.10. **Requests for Replacement Certificates – Lost or misplaced certificates**

- 6.15.10.1. In the case of lost or misplaced certificates, candidates will have to apply directly to the Awarding Organisation for a replacement certificate. A fee may be payable.

7. **Record keeping**

- 7.1. Copies of exam attendance registers, seating plans, and tracking information (on paper or online) are kept for a minimum of 3 years post certification, upon which they will be securely destroyed;
- 7.2. Exams material receipt logs and second pair of eyes check forms will be kept (on paper or online) for a minimum of 3 years, upon which they will be securely destroyed;
- 7.3. Copies of special consideration requests and supporting documentation will be kept until a decision has been made and the appeals deadline has passed;
- 7.4. Tracking records of post result services requests will be kept for at least 3 years post certification, upon which they will be securely destroyed;
- 7.5. Registration and certification records will be kept (on paper or online) for a minimum of 3 years post certification, upon which they will be securely destroyed;

7.6. Assessment and internal verification records will be kept (on paper or online) for a minimum of 3 years post certification, upon which they will be securely destroyed.

8. **Consultation**

IS Team (2021), Campus Council (May 2015), SMT (March 2019), Board (2015). No significant changes required since version approved in 2015.

9. **Training**

Training on this Policy is provided by Line Managers for new staff, where applicable. Support is also provided by the Exams Team, as needed. Candidates are made aware of the policy and provided with full information whenever appropriate.

10. **Equality & Diversity**

Stage one carried out 6th May 2015 and reviewed on 8th May 2019. Does not require stage 2.

11. **Welsh Language**

A version of this policy is available in Welsh.

11.1 For Welsh medium exams there will be a fluent Welsh speaker present at the start of the exam.

11.2 For Welsh medium exams a fluent Welsh speaking invigilator will be present.

12. **References**

Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.