

Examinations Policy



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Date of Approval: August 2026

Next review: September 2027

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The Purpose of this Examination Policy

The purpose of this Examination Policy is:

- to ensure that the planning and management of examinations is conducted efficiently, fairly and in the best interests of candidates.
- to ensure the operation of an efficient examination system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's examination processes to read, understand and implement this policy.

The Examinations Policy will be reviewed each academic year by a member of the senior leadership team and communicated within the centre.

The Head of Centre retains overall responsibility for ensuring that the Centre complies with all current JCQ regulations and awarding organisation requirements.

Where references are made to JCQ regulations/guidelines, further details can be found at <https://www.jcq.org.uk/exams-office>

Exam Responsibilities

The Head of Centre:

- has overall responsibility for the Service as an Exam Centre and advises on appeals and re-marks
- is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*
- is responsible for ensuring all staff are adequately trained and that a record of training is maintained
- provides guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries
- ensures accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Exams Officer
- accurate completion of coursework / controlled assessment mark sheets and declaration sheets
- decisions on post-results procedures.

Exams Officer:

- manages the administration of internal and external exams
- advises the Head of Education, Tutors and other relevant support staff on annual exam timetables and procedures as set by the various awarding bodies
- 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 concerning imminent deadlines and events
- ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
- checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines
- provides and confirms detailed data on estimated entries
- maintains systems and processes to support the timely entry of candidates for their exams
- receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines
- In addition to the person removing the question paper packets from secure storage (e.g. an invigilator), another member of centre staff must check the day, date, time, subject, unit or component and tier of entry (if applicable) immediately before a question paper packet is opened. This second pair of eyes check must be recorded. Question paper packets are checked as soon as possible on the day they are received. Where this is not possible,

checking takes place no later than the next working day in the secure room, and the Head of Centre ensures there is an authorised key holder to the secure room and secure storage facility on site that day. Following checking, question paper packets are arranged in timetable order within the secure storage facility to reduce the possibility of opening the wrong packet.

- The second pair of eyes check must take place before each question paper packet is opened. Where a packet needs to be split for any reason, for example to facilitate an access arrangement, for smaller rooms or for a different site, the check must take place in the secure room immediately before the packet is opened. For all remaining sealed packets the check may take place either in the secure room or in the designated examination room immediately before opening. The Centre has determined that, other than where a packet is split, the check will take place in the designated examination room immediately before opening. The Exams Officer records every check on the JCQ Second Pair of Eyes Check form, and all staff involved understand their responsibility for maintaining question paper security.
- Ensures the integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. Ensure that the question paper is printed correctly, is of good quality and is collated in the right order.
- administers access arrangements and makes applications for Special Consideration following the regulations in the JCQ publications for Access Arrangements, Reasonable Adjustments and Special Consideration
- identifies and manages exam timetable clashes
- accounts for income and expenditure relating to all exam costs/charges
- manages the senior exams invigilator in organising the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams
- ensures candidates' coursework / controlled assessment marks are submitted and any other material required by the appropriate awarding bodies correctly and on schedule
- tracks, dispatches and stores returned coursework / controlled assessments
- arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the Head of Education, any post results' service requests.

Commented [C1]: JCQ ICE 2026–27, paragraphs 2.2 and 2.7 (new). Packets must be arranged in timetable order in secure storage, and where checking cannot happen on the day of receipt the Head of Centre must ensure an authorised key holder is on site the next working day.

Commented [C2]: JCQ ICE 2026–27, paragraphs 2.8, 3.6, 5.2 and 18.1 (clarified). The Centre must decide and record where the check takes place. The default stated here is the designated examination room, except where a packet is split, which must be in the secure room. Confirm this matches actual practice at Roper Road before approval.

Tutors are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the Head of Education and/or Exams Officer
- identification and testing of candidates' requirements for Access Arrangements and notifying the Exams Officer in good time so that they are

able to process any necessary applications in order to gain approval (if required)

- o working with the Exams Officer to provide the Access Arrangements required by candidates in examination rooms.

Lead Invigilator is responsible for:

- o assisting the Exams Officer in the efficient running of exams according to JCQ regulations
- o collection of exam papers and other material from the exams office before the start of the exam
- o collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

Candidates are responsible for:

- o confirmation and signing of entries
- o understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own
- o ensuring they conduct themselves in all exams according to the JCQ regulations.

Invigilation Arrangements

The invigilator is the person in the examination room responsible for conducting a particular examination session in the presence of the candidates.

Invigilators have a key role in upholding the integrity of the external examination/assessment process.

The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:

- o ensure all candidates have an equal opportunity to demonstrate their abilities
- o ensure the security of the examination before, during and after the examination
- o prevent possible candidate malpractice
- o prevent possible administrative failures.

Invigilators must:

- o be familiar with these Instructions
- o give all their attention to conducting the examination properly
- o be able to observe each candidate in the examination room at all times

- be familiar with the **JCQ** Warning to Candidates, **JCQ** Information for candidates **and the JCQ Mobile Phone poster**, and any specific instructions relating to the subjects being examined
- inform the Head of Education if they are suspicious about the security of the examination papers. (In such cases, the Head of Education **must** inform the awarding body immediately and send a full written report within 7 days of the suspicion arising.)

Invigilators must not:

- carry out any other non-examination related task (for example, reading a book or marking) in the examination room. This also extends to reading the question paper.

Commented [C3]: JCQ ICE 2026–27, paragraph 12.10. The prohibition on invigilators carrying out other tasks now explicitly includes reading the question paper.

CCTV in examination rooms

CCTV cannot be used to invigilate candidates. The presence of CCTV in a room does not reduce the number of invigilators required, and footage must never be relied upon in place of an invigilator being physically present.

Some rooms used for examinations at the Centre are covered by CCTV operated under the Group CCTV Policy. Where CCTV is present in a room being used as a designated examination room and the footage can be viewed in live time, question paper content may be visible on screen. Accordingly:

- the Head of Centre will authorise in writing, before each examination series, the named individuals permitted to view live CCTV footage of any room in use as a designated examination room;
- those individuals must have no conflict of interest and must not be a tutor who has prepared candidates for the subject being examined, a relative, friend or peer of a candidate, or a candidate themselves;
- those individuals must understand their role in maintaining the integrity of the examination and must not disclose, discuss or record anything visible on the question paper;
- the Exams Officer will confirm with the Head of Systems and Processes, before each series, which examination rooms are covered by CCTV, and this will be recorded on the Centre's CCTV camera schedule;
- where live viewing cannot be restricted to authorised individuals, live viewing of that camera must be suspended for the duration of the examination.

Recorded CCTV footage is retained and accessed in accordance with the Group CCTV Policy. Any access to footage of an examination room during or after an examination must be recorded on the CCTV Access Log and notified to the Exams Officer.

Commented [C4]: JCQ ICE 2026–27, paragraph 12.1 (new). This is the most significant change for this Centre. Roper Road has CCTV supported by Guardian and the Head of Systems and Processes holds monitor access under the Group CCTV Policy. Action required: Ruth Minhall to authorise named live-viewers in writing before each series, and the Exams Officer to confirm with Jean-Paul Muller which examination rooms are CCTV-covered. Record the outcome on the CCTV camera schedule.

The Head of Education or Exams Officer or Quality Assurance Coordinator must:

- make these instructions available to each invigilator in the examination room(s). This may be a printed hard copy version or an electronic copy which is visible at all times

- appoint invigilators to make sure the examination is conducted according to the following requirements:
 - at least one invigilator must be present for each group of 30 candidates or fewer sitting written examinations;
 - at least one invigilator for each group of 20 candidates or fewer sitting practical examinations (Art, ICT and Science);
 - invigilators may be changed, as long as the number of invigilators present in the examination room does not fall below the required number;
 - when one invigilator is present, he or she **must** be able to get help easily, without leaving the examination room and without disturbing the candidates;
- make sure that all invigilators are suitably qualified and experienced adults who **must not** be current students at the centre. Although you may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room **must not** be the sole invigilator
- make sure that a tutor who has directly prepared the candidates for the subject being examined **is not** the sole invigilator at any time during the examination
- create, prior to each examination, a seating plan showing the exact position of each candidate in the examination room. Candidates with access arrangements must be identified on the seating plan. Any changes made to seating arrangements during the examination must be noted on the seating plan. The seating plan must be available to an awarding body on request. The Centre must also keep signed records of the invigilation arrangements and the Centre's copies of the attendance registers for each examination, together with a record of the content of invigilator training and a record of invigilator attendance at that training. The awarding bodies may need to refer to these records. You **must** keep them until the deadline for enquiries about results has passed. The deadlines for general qualification examinations are stated in the JCQ publication: *Post-Results Services, Information and guidance to centres*.

Commented [C5]: JCQ ICE 2026–27, paragraphs 11.14 and 11.15 (new) and 12.5 (amended). The seating plan must now be created before the examination, not merely kept afterwards, and a record of invigilator attendance at training is now required in addition to the training content.

General principles for the invigilation of candidates with access arrangements

Exam officers, working with SENCos, must:

- ensure that both invigilators and those acting as a Language Modifier, a Practical Assistant, a Prompter, a Reader, a Scribe or a Sign Language Professional **fully understand** the respective role and what is and what is not permissible in the examination room
- ensure that those acting as a Language Modifier, a Practical Assistant, a Scribe or a Sign Language Professional are provided with the appropriate cover sheet prior to the examination commencing. This will enable the cover sheet to be completed during the course of the examination and accurately

Commented [C6]: JCQ ICE 2026–27, section 13. Terminology updated throughout: "Oral Language Modifier" is now "Language Modifier" and "Sign Language Interpreter" is now "Sign Language Professional". Prompter added to the list requiring role clarity.

reflect the activities performed by the Language Modifier, Practical Assistant, Scribe or Sign Language Professional, as appropriate

- o a training session should be organised for invigilators and those facilitating an Access Arrangement for a candidate under examination conditions.
- o Where the invigilator additionally acts as a Practical Assistant, a Prompter, a Reader and/or a Scribe, the Centre must additionally use a roving invigilator. The roving invigilator will enter the room at regular intervals to observe the conduct of the examination, ensure the relevant rules are being adhered to, and support the person facilitating the arrangement in maintaining the integrity of the examination.
- o The invigilator's announcement at the start of an exam may need to be delivered in an alternative format or the candidate may need to hear it more than once.

Commented [C7]: JCQ ICE 2026–27, section 13 opening paragraph. The roving invigilator is now a requirement rather than advice. The previous policy carried this as “Advice” under Sign Language Interpreter; it has been promoted to a general principle.

Qualifications Offered

The qualifications offered at this centre are decided by the Head of Education.

The types of qualifications offered are GCSE, iGCSE, GCE, BTECs, Open Awards, ASDAN and Functional Skills Levels 1 & 2 and Entry Level qualifications.

On-screen examinations

Section 32 of the JCQ Instructions for Conducting Examinations applies to all on-screen examinations. Maintaining the integrity and security of an on-screen examination is as important as for a timetabled written examination. Several of the qualifications offered by the Centre, including Functional Skills and BTEC qualifications, may be assessed on screen.

Where the Centre conducts on-screen examinations the following apply:

- o there must be sufficient rooms, devices and trained invigilators, including at least one replacement computer, and equipment must meet the awarding body's minimum technical specification and be checked by a competent person before use;
- o the software must be tested before the scheduled examination day to confirm correct installation, and the Centre must use the most up-to-date version of the awarding body's platform;
- o candidates should have the opportunity to become familiar with the platform and any locked-down examination environment before sitting a formal on-screen examination;
- o confidential candidate log-in details must be stored securely and issued only at the time of the examination, with different passwords for each session;
- o each workstation must be isolated by a minimum of 1.25 metres measured from the nearest outer edge of one screen to the next, unless monitors are positioned back to back, separated by dividers or protected by privacy screens, and no candidate's work may be overseen by others;

Commented [C8]: JCQ ICE 2026–27, Chapter 7, section 32. This is a new chapter replacing the previous Appendix 1 and was entirely absent from this policy. Relevant to the Centre because Functional Skills and BTEC assessments are frequently delivered on screen. Note the 1.25 metre screen separation rule and the 1:20 invigilator ratio, which differs from the 1:30 ratio for written examinations.

- there must be at least one invigilator for each group of 20 or fewer candidates taking on-screen examinations, unless an awarding body has given permission otherwise;
- a seating plan must be kept even for a single candidate, and must include sufficient information to identify the specific device used by each candidate;
- the invigilator must check the identity of each candidate and ensure the correct log-in details are issued; where the information presented on screen is incorrect the candidate must notify the invigilator and log out before starting;
- unless permitted by the awarding body's subject-specific instructions there must be no access to AI tools, computer reading software, data stored on the hard drive, server or cloud storage, graphics or computer-aided design software, other applications including calculators where prohibited, email, the internet, social media or spreadsheets, auto-assist features such as auto-completion or coding suggestions, portable storage media, prepared templates, or speech recognition technology;
- the JCQ Unauthorised items poster and Warning to candidates poster must be displayed outside the examination room, and the start and finish times must be displayed prominently;
- technical help must be available within the Centre throughout the examination;
- scrap paper, where permitted, must be collected and destroyed at the end of the examination;
- at the end of the examination the invigilator must check that all candidates' work has been uploaded or submitted, or where the awarding body's platform is not used, that all work is saved and secure from unauthorised access.

Contingency arrangements for on-screen examinations, including an alternative site to host them in the event of Centre closure, are covered by the Centre's Contingency Plan.

Informing the Examinations Office of changes to a specification is the responsibility of the Head of Education, Heads of Centres, Tutors and the SEN Team.

Where any aspect of teaching, assessment delivery or examination administration is undertaken by a third party, the Centre remains responsible for ensuring full compliance with JCQ regulations and awarding organisation requirements.

Decisions on whether a candidate should be entered for a particular subject will be taken by subject Tutors in consultation with the Heads of Centre and Head of Education when required.

Exam Series

The Exams Officer and Head of Education decide which exam series are used in the centre.

Exam Timetables

Once confirmed, the Exams Officer will circulate the exam timetables for external exams at a specified date before each series begins. Copies can be requested at any time throughout the academic year as long as the information is available.

Entries, Entry Details and Late Entries

Candidates or parents/carers can request a subject entry, change of level or withdrawal. Final approval is made by the Head of Education.

The Centre accepts entries from private candidates.

Calculators

Where the use of a calculator is permitted, candidates are responsible for ensuring their calculator meets the awarding bodies' regulations. Candidates must be told these regulations beforehand and must be familiar with the JCQ Information for Candidates documents.

During an examination a calculator must not offer language translation, symbolic algebra manipulation, symbolic differentiation or integration, or communication with other machines or the internet. It must not give access to any information stored prior to the examination, including databanks such as the periodic table (with the exception of scientific constants), dictionaries, mathematical formulae or text.

Candidates must ensure their calculator is in exam mode where the calculator provides one and where activating it makes the calculator compliant with the above requirements. Cases, lids and covers with printed instructions or formulae must be removed. A calculator must not be borrowed from another candidate during an examination. An invigilator may give a candidate a replacement calculator.

Commented [C9]: JCQ ICE 2026–27, Appendix 4 and Appendix 5, paragraph C2(b) (new), and section 10. Calculators were not mentioned anywhere in the previous policy.

The Centre does not act as an exams centre for other organisations.

Entry deadlines are circulated to the Heads of Centre, Head of Education and Tutors via internal email or available on the shared IT platform.

The Heads of Centre, in conjunction with teaching staff and the Head of Education, will provide estimated entry information to the Exams Officer to meet JCQ and awarding body deadlines.

Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation, in writing, from the subject tutor wishing to make the change.

GCSE re-sits are allowed.

Functional skills re-sits are allowed.

Re-sit decisions will be made by the Heads of Centre and teaching staff in consultation with the Head of Education when required.

Exam Fees

Examination fees are dealt with on a case-by-case basis. Arrangements are made with individual parents/carers, with services, provisions or schools. Where arrangements have been made by the Centre pupils and/or their respective school/service/provision will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.

The Exams Officer will publish the deadline for action well in advance for each exam's series.

All exam entry fees including GCSE, Functional Skills and Certificates are paid for by the Centre on behalf of pupils and, dependent on individual arrangements, will then invoice parents/carers, services, provisions or schools for these incurred costs.

Late entry, amendment fees and re-sit fees are paid for by the Centre and invoiced as stated in the Exams Fees guidance.

Equality Legislation

All Examination 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 defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Exams Officer.

Access arrangements

The Heads of Centre, SENDCo and teaching staff will identify candidates with Special Educational Needs and any special arrangements that individual candidates will need during the course and in any assessment/examination. The SENDCo will identify if any further testing should be conducted and liaise with a specialist. A candidate's Access Arrangements' requirement is determined by the SEN Team.

Ensuring there is appropriate evidence for a candidate's Access Arrangement is the responsibility of the SENDCo and where necessary, the candidate's tutor.

Submitting completed Access Arrangement applications to the awarding bodies is the responsibility of the SEN Team.

Rooming for Access Arrangement Candidates will be arranged by the Exams Officer.

Alternative sites for the conduct of examinations

Candidates must sit their examinations at the Centre's registered address unless an alternative site arrangement has been notified to the JCQ Centre Inspection Service or the awarding body has approved a transferred candidate arrangement.

The Centre delivers tuition to students across Kent, and some candidates may be unable to attend the registered address. Where it is intended that an examination for any candidate will be conducted at an address other than the Centre's registered address, including a candidate's home, a hospital, a partner school, a community or sports hall, or another building owned by the Centre at a different location, the Exams Officer must:

- o submit the JCQ Alternative Site form online via the Centre Admin Portal no later than six weeks before the start of the examination series, giving the address of the venue, the dates it is to be used and the maximum number of candidates likely to be involved;
- o ensure question papers are kept in the Centre's secure storage facility at the registered address until 90 minutes before the awarding body's published starting time;
- o ensure question papers are taken to the alternative venue by a member of centre staff, securely packaged and kept under secure conditions at all times, and no more than 90 minutes before the published starting time;
- o ensure any PDF copy of a question paper is downloaded and printed within a secure environment at the Centre and not at the alternative location, unless the awarding body has given prior permission.

An awarding body will not vary the release time for a PDF copy of a question paper to accommodate travel time to an alternative site. The Head of Centre remains accountable for ensuring the examination is conducted at the alternative site in accordance with the JCQ Instructions for Conducting Examinations, including accommodation, invigilation, seating plan and incident log requirements.

The SENCo, the centre's appointed access arrangements assessor and the examinations officer must all undertake regular CPD, such as attending an annual update course.

Invigilation and support for Access Arrangement Candidates, as defined in the *JCQ Access Arrangements Regulations*, will be organised by the Exams Officer and SENDCo.

A person appointed to facilitate an access arrangement is responsible to the Exams Officer and must be acceptable to the Head of Centre. The person

Commented [C10]: JCQ ICE 2026–27, paragraphs 11.2 to 11.4. This section was entirely absent. Given the Centre delivers tuition across Kent and some students cannot attend Roper Road, this is a material gap. Note the six-week notification deadline via the Centre Admin Portal and the 90-minute rule for transporting papers. Action: Exams Officer to confirm whether any candidate in the current cohort will need an alternative site for 2026–27.

appointed must not normally be the candidate's own subject tutor, Learning Support Assistant or teaching assistant; where they are, a separate invigilator must always be present. The person appointed must not be a relative, friend or peer of the candidate.

A private tutor cannot facilitate an access arrangement. Given that the Centre engages tutors who work with individual students, the Exams Officer must confirm before each examination that no person facilitating an access arrangement has acted as that candidate's private tutor. It is also not acceptable for a current student to facilitate an access arrangement.

Commented [C11]: JCQ ICE 2026–27, paragraphs 13.7 to 13.10. Directly relevant to this Centre, which engages approximately 150 tutors working one-to-one with individual students. A tutor who has worked privately with a candidate cannot act as their reader, scribe, prompter or practical assistant. Action: Exams Officer to build this check into the access arrangements process.

Invigilation arrangements for candidates with access arrangements

Oral Language Modifier

The candidate and Oral Language Modifier should be accommodated separately. **A separate Oral Language Modifier and invigilator must be available for each candidate. The invigilator must listen carefully and observe the conduct of the Oral Language Modifier throughout the duration of the examination.** The invigilator **must** countersign the cover sheet ensuring that it accurately reflects the actions of the Oral Language Modifier during the examination.

Practical Assistant

Candidates using a Practical Assistant in externally set practical or written examinations may need to be accommodated separately, **in which case a separate invigilator will be required.** The invigilator **must** be made aware, prior to the examination, of the particular task(s) the Practical Assistant will be performing.

Reader/Computer Reader

The Centre is responsible for ensuring that the candidate and reader cannot be overheard by, or distract other candidates. **(This will also apply if the candidate uses a computer reader.) Where a candidate requires a computer reader, a PDF is downloaded and printed 60 minutes prior to the start of the exam.** Where the candidate and Reader are accommodated separately, on a one-to-one basis, the invigilator may additionally act as the reader. Where candidates require only occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when he/she needs help with reading. If the group is accommodated separately a separate invigilator will be required.

Use of Word Processors and AI Technology

Candidates approved to use a word processor must do so in accordance with current JCQ regulations. AI-assisted writing tools, predictive text generators, internet-enabled content generation tools, grammar enhancement tools that generate content, and any form of artificial intelligence software must be

disabled and unavailable during examinations unless specifically permitted by JCQ regulations. The Centre will ensure that examination devices used by candidates are appropriately configured before the examination commences.

Scribe/Voice Recognition Technology

The Centre is responsible for ensuring that the candidate and scribe cannot be overheard by, or distract other candidates. **(This will also apply if the candidate uses Voice Recognition Technology.) Normally, the candidate and scribe will be accommodated separately. Where the candidate and Scribe are accommodated separately, on a one to one basis, the invigilator may additionally act as the Scribe.**

Read Aloud and/or an Examination Reading Pen

The arrangement **must** reflect the candidate's normal way of working in internal tests and mock examinations. A candidate will read aloud to him/herself, since they **persistently** struggle to understand what they have read. A permitted Examination Reading Pen **will not** have an in-built dictionary or thesaurus, or a data storage facility.

Sign Language Interpreter

Candidates requiring the use of a Sign Language Interpreter may need to be accommodated in another room, **in which case a separate invigilator will be required.**

Advice: Where the invigilator additionally acts as a reader and/or a scribe, the Centre should consider using a 'roving' invigilator who checks the room from time to time.

Prompters

- A Prompter may be permitted by the SENDCo where a candidate has little or no sense of time, loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revisiting a question rather than moving on to other questions.
- A Prompter is a responsible adult who may sit beside the candidate in order to keep him or her focused on the need to answer a question and then move on to answering the next question.
- A Prompter is not a Reader, a Scribe or a Practical Assistant but the same person may act as such, as long as permission has been given for any or all of these arrangements.
- The Prompter is responsible to the Head of Education/Exams Officer and **must** be a person acceptable to the Head of Education.
- The Prompter **must not** be the candidate's own subject tutor or a relative, friend or peer of the candidate.

Commented [C12]: JCQ ICE 2026–27, paragraph 14.11.
Approval sits with the SENDCo, not the Centre generally.
Amended for accuracy.

- The invigilator may act as a Prompter, a Reader and/or a Scribe where the candidate is accommodated separately on a one to one basis. If the Prompter is acting as an Oral Language Modifier and/or a Practical Assistant, a separate invigilator will be required.

A Prompter:

- **may** use the following prompts either vocally or written on a flash card such as: "Fred - focus on the question"; "Fred - there are 15 minutes left";
- **may** tap on the desk or on the candidate's arm, depending on what is normal practice, in order to remind the candidate that he or she must pay attention to the question or that it is time for the candidate to move on to the next question;
- **may** use the candidate's name as an appropriate prompt during the examination in order to bring the candidate's attention back to the question paper, e.g. "Fred";
- **must** abide by the regulations since failure to do so could lead to the disqualification of the candidate;
- **must not** advise the candidate regarding which questions to do, or on the order in which questions should be answered;
- **must not** give factual help or offer any suggestions or communicate in any way other than those listed above.

Contingency Planning

Contingency planning for exams administration is the responsibility of the Exams Officer and Head of Education.

The Centre's contingency arrangements include succession planning for key examination personnel. In the event of the absence of the Exams Officer, SENDCo, Head of Centre, Lead Invigilator or other key staff, designated deputies will assume responsibility for examination administration to ensure continued compliance with JCQ requirements and awarding organisation deadlines.

Contingency plans are available via email and on the staff shared drive. The plans are in line with the guidance provided by Ofqual, JCQ and awarding organisations. The Centre maintains a written examination contingency plan covering all aspects of examination administration, which allows members of the senior leadership team to act immediately in the event of an emergency or

where the Head of Centre, Exams Officer or SENDCo is absent at a critical stage of the examination cycle. All relevant centre staff must be familiar with the plan. The plan sets out how arrangements will be communicated to candidates, parents and staff should disruption occur. If the Head of Centre decides the Centre cannot open for scheduled examinations, the contingency plan must be invoked, the Centre's alternative site arrangements used, and the relevant awarding bodies informed as soon as possible. Candidates and parents will be made aware of the awarding bodies' designated contingency sessions within the common examination timetable so that these are taken into account when making summer plans.

Commented [C13]: JCQ ICE 2026–27, paragraphs 15.3, 15.4 and 15.8. The written plan requirement and the duty to make candidates and parents aware of contingency sessions are now stated explicitly. Cross-refer to the Group Business Continuity Plan.

Cyber Security

The Centre will maintain and annually review a Cyber Security Policy in accordance with JCQ General Regulations.

All members of staff who access awarding body systems, including examinations officers, senior leaders, SEND staff and administrative staff, must complete annual cyber security training appropriate to their role. Evidence of completed training will be retained and made available for inspection.

The Centre will implement appropriate IT security measures to protect candidate data and examination materials, including secure passwords, controlled access permissions, anti-malware protection and secure storage of electronic examination materials.

Any suspected cyber security incident affecting examination administration or assessment materials must be reported immediately to the Head of Centre and relevant awarding organisation.

Emergencies

The invigilator **must** take the following action in an emergency such as a fire alarm or a bomb alert.

- Stop the candidates from writing.
- Collect the attendance register (**in order to ensure all candidates are present**) and evacuate the examination room in line with Centre Fire Orders.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should follow instructions given to them by the invigilator leaving the room in silence.
- Invigilators to follow the evacuation procedures displayed on the inside of the examination room door.

- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination.
- Make a note of the time of the interruption and how long it lasted.
- Allow the candidates the full working time set for the examination.
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- Make a full report of the incident and of the action taken, and send to the Examinations Officer: letitia@tuition-extra.co.uk

Private Candidates

Managing private candidates is the responsibility of the Exams Officer and Head of Education.

Managing Invigilators

Recruitment of invigilators is the responsibility of the Exams Officer and Head of Operations. Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the Head of Operations.

DBS fees for securing such clearance are paid for, in the first instance, by the Centre and dealt with on a case-by-case basis with staff.

Invigilators are paid members of staff.

Invigilators are recruited, timetabled, trained, and briefed by the Exams Officer. Invigilator training will be conducted annually and records of attendance and training materials will be retained by the Centre for inspection purposes.

Please see the Handbook for Tutors under 'Examination Procedures' for further guidance.

Exam Days

The Exams Officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.

The Lead Invigilator is responsible for setting up the allocated rooms and will be advised of requirements at least two weeks in advance.

Exam room incident log

An exam room incident log must be available in each examination room. Invigilators must remain vigilant and aware of incidents or emerging situations, and must record on the log any incident during the examination, including

suspected malpractice, a candidate feeling unwell, a candidate leaving the room, a toilet break, a technical issue or any disturbance. The Centre uses the JCQ Exam Room Incident Log. Completed logs are returned to the Exams Officer at the end of each session and retained until the deadline for reviews of marking has passed, or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

The invigilator must make sure that all candidates are able to see the board, flip chart or whiteboard and a reliable clock when seated. The clock must show the actual time; countdown and count-up clocks are not permitted. The board must show the centre number, subject title and paper number, and the actual starting and finishing times and date of each examination. The Exams Officer will carry out regular checks in advance of each series to ensure all clocks used in examination rooms are in working order and show the same time.

The invigilator will start and finish all exams in accordance with JCQ guidelines.

A candidate's tutor may not be present at the start of the exam. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.

Exam papers must not be read by the candidate's tutor or removed from the exam room before the end of a session. Papers will be distributed to Tutors in accordance with JCQ's recommendations and not earlier than 24 hours after candidates have completed it.

Unused Question Papers

Unused question papers must be stored in the secure room and must not be released to anyone until 24 hours after the awarding body's published finishing time for the examination. Where a candidate is sitting an examination scheduled for the afternoon session the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until 24 hours after the awarding body's published finishing time. At the end of each examination the invigilator collects all unused stationery, checks it for loose sheets, and returns it to the Exams Officer, who returns it to the secure storage facility or secure room. Surplus stationery must not be used for internal tests, mock examinations or non-examination assessments, and out-of-date stationery is confidentially destroyed.

After an exam, the Exams Officer will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with Parcel Force. Script packages are kept in the secure room until they are taken to the agreed pick-up point. Packages may be moved to the pick-up point up to 15 minutes before the collection slot begins, provided the Centre has suitable facilities and the packages are not left unattended. The Centre will ensure the driver signs the despatch log, as this is the Centre's proof of despatch. Scripts are

Commented [C14]: JCQ ICE 2026–27, paragraph 20.2 (new). A log must be physically available in every examination room, not held centrally. JCQ publishes a template Exam Room Incident Log. Action: Exams Officer to print and place one in each room for every session.

Commented [C15]: JCQ ICE 2026–27, paragraphs 31.1 and 31.2 (new) and 30.1–30.2. The previous wording complied by cross-reference only. The requirement to store unused papers in the secure room, and the 24-hour release rule including the overnight supervision case, are now stated explicitly.

despatched on the same day as the examination wherever possible and no later than the next working day; any scripts held overnight are retained in the secure room.

Candidates

The Exams Officer will provide written information to candidates in advance of each exam series. A formal briefing session for candidates may be given by the candidate's tutor. Verifying a candidate's identity is covered by Appendix 1.

The service's published rules on acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

In an examination room, 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. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. Any precluded items must not be taken into an exam room.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the invigilator.

Following the invigilator's announcement, and prior to the examination starting, candidates are responsible for ensuring that any unauthorised devices are handed to centre staff and are turned off or turned to silent mode. This includes earphones or earbuds, mobile phones, MP3 or MP4 players, smart glasses, tablets, watches and any other smart devices. Ideally all unauthorised items are left outside the examination room; any pencil case taken into the room must be see-through; and any unauthorised item brought into the room must be placed out of reach of candidates, and not under their desks, before the examination starts. Deaf candidates should not be asked to remove hearing aids or cochlear implant speech processors during an examination, as this would be disorientating and would not align with their normal way of working. Before the examination starts the Centre will ensure the candidate has unpaired any Bluetooth connection and set their hearing aids to flight mode.

Food and drink may be allowed in the examination room at the discretion of the Head of Centre. Food must be free of packaging and in a transparent container, and drink bottles must be transparent with all labels removed.

Note: candidates who leave an exam room **MUST** be accompanied by an appropriate member of staff at all times.

The Exams Officer is responsible for handling late or absent candidates on exam day. A candidate who arrives after the start of an examination may be permitted to sit it at the discretion of the Centre. Where a late candidate is permitted to sit the examination, they must be given all pre-examination information and warnings before they start, and must be allowed the full working time for the

Commented [C16]: JCQ ICE 2026–27, paragraphs 29.4 and 29.5 (new). The 15-minute allowance is now conditional on suitable facilities and packages not being left unattended. The Parcelforce driver must sign the despatch log as the Centre's proof of despatch.

Commented [C17]: JCQ ICE 2026–27, paragraph 18.4(f) (new), with 18.4(e) and (h). Responsibility now sits explicitly with the candidate. Note also the see-through pencil case rule and that unauthorised items must be placed out of reach and not under desks.

Commented [C18]: JCQ ICE 2026–27, paragraph 18.4 (new guidance). Given the Centre's SEND cohort this is likely to be directly relevant. The Bluetooth unpairing and flight mode steps should be added to the pre-examination checklist.

examination. A candidate is considered very late if they arrive more than one hour after the awarding body's published starting time for an examination lasting one hour or more, or after the published finishing time for an examination lasting less than one hour. Where a candidate arrives very late, the Exams Officer will despatch the script in the normal way, submit Form JCQ/VLA online via the Centre Admin Portal within seven days, and warn the candidate that the awarding body may not accept their script.

Commented [C19]: JCQ ICE 2026–27, paragraph 21.2 (new). A late candidate must receive all pre-examination information and warnings before starting and must be allowed the full working time. The very late thresholds and Form JCQ/VLA requirement are unchanged but were not previously stated in this policy.

Clash Candidates

The Head of Education/Exams Officer will be responsible as necessary for supervising escorts and identifying a secure room for clash candidates to remain until JCQ guidelines permit.

If a candidate opts to sit all examinations in one day, then the supervised break between each examination can be more than 20 minutes. The supervised break may be conducted in an alternative location within the centre. Where the supervised break is conducted outside of the examination room, the candidate may revise using their own resources. However, the candidate must not:

- a. be in possession of an electronic communication or storage device or have access to the internet;
- b. have contact with any candidate who has sat the examination;
- c. be coached by a member of centre staff.

A member of centre staff, or an invigilator, must always be in the same room as the candidate. The invigilator must not be the subject teacher for the rescheduled examination.

Special Consideration

Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the Invigilator or the Exams Officer to that effect.

The candidate must support any Special Consideration Claim with appropriate evidence within 7 days of the exam.

The Exams Officer in conjunction with the SEN Team will make a Special Consideration Application to the relevant awarding body within 7 days of the exam.

Internal Assessment, Non-Examination Assessment (NEA), Coursework and Controlled Assessment and Controlled Assessment

It is the duty of Head of Education or a member of staff with specific responsibilities for a curriculum subject, to ensure that;

- Marks for all internally assessed work are provided to the Exams Officer by the subject Tutors when requested.
- All internal assessment is ready for dispatch at the correct time. The Exams Officer will keep a record of each dispatch.

The Exams Officer will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the Centre's Internal Appeals Procedure (IAP).

Outlining Staff Responsibilities – GCSE Controlled Assessment

1. Exams Officer
2. Head of Education/Heads of Service
3. Pupil Tutors

Tuition Extra (Kent) Limited fully recognises its responsibilities for controlled assessments as part of the GCSE/BTEC/Open Award specifications, to ensure that the planning and management of the assessments are conducted efficiently and in the best interests of the candidates.

To ensure there are clear guidelines for all relevant staff it is the responsibility of everyone involved in the Centre's exam process to read, understand and implement this policy.

Please see Non-Examinations Assessment and Controlled Assessment Policy.

Exams Officer

Accountable for the safe and secure conduct of controlled assessments. Ensure assessments comply with JCQ guidelines and awarding bodies 'subject-specific instructions.

In the summer term prior to the start of each academic year, begin co-ordinating with Head of Education or individual Pupil Tutors, to schedule controlled assessments.

Map overall resource management requirements for the year. As part of this resolve:

- clashes/problems over the timing or operation of controlled assessments
- issues arising from the need for particular facilities (rooms, IT networks, time out of home etc)
- ensure that all staff involved have a calendar of events

- enter students for individual units, whether assessed by controlled assessment or external exam before the deadline for final entries
- enter students' 'cash-in' codes
- where confidential materials are directly received by the Exams Office, to be responsible for receipt, safe storage and safe transmission, whether in CD or hard copy format
- download and distribute marksheets for staff to use and collect and send marksheets to awarding bodies before deadlines.

Head of Education/Heads of Centre

- Decide on the awarding body and specification for a particular GCSE in collaboration with the Head of Education.
- Standardise internally the marking of all Tutors involved in assessing an internally assessed component.
- Ensure that individual Tutors understand their responsibilities with regard to controlled assessment.
- Ensure that individual Tutors understand the requirements of the awarding body's specification and are familiar with the relevant teachers' notes, and any other subject specific instructions.
- Where appropriate, develop new assessment tasks or contextualise sample awarding body assessment tasks to meet local circumstances, in line with awarding body specifications and control requirements.

Tutors

- Understand and comply with the general guidelines contained in the JCQ publication instructions for conducting controlled assessments.
- Understand and comply with the awarding body specification for conducting controlled assessments, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website.
- Supply to the Exams Office details of all unit codes for controlled assessments in a timely manner.
- Obtain confidential materials/tasks set by awarding bodies in sufficient time to prepare for the assessment(s) and ensure that such materials are stored securely at all times.
- Supervise assessments (at the specified level of control). Undertake the tasks required under the regulations, only permitting assistance to students as the specification allows.
- Ensure that students sign authentication forms on completion of an assessment.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion: retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre.

- Ask the Exams Officer/SENDCo for any assistance required for the administration and management of Access Arrangements.

Internal and External Appeals Procedures (IAP/EAP)

Internal Appeals Procedure (IAP)

- The grounds for appeal relates only to the procedure used in arriving at internal assessment decisions or the production of externally assessed work and do not apply to the judgements themselves.
- The appeal must be made in writing to the Centre's Exams Officer within 14 days of receiving the results.
- The grounds for the appeal must be clearly stated.
- The candidate can be supported in the presentation of their case by a parent/guardian.
- The Head of Education will nominate a member of staff, normally the Exams Officer (EO), to lead the enquiry provided that the EO has played no part in the original assessment process.
- The panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned.
- The enquiry will be completed within 14 days of receiving the written appeal.
- The panel's findings will be formally reported back to the candidate/parent/guardian within 21 days of receiving the written appeal.
- Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Exams Officer and made available to the Awarding Body if required.

External Appeals - Enquiries About Results (EAR)

EARs may be requested by Centre staff, the candidate or a parent/guardian of a candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

The cost of EARs will be paid by the Centre in the first instance.

All decisions on whether to make an application for an EAR will be made by the Head of Education.

If a candidate's request for an EAR is not supported, the candidate may appeal and the Centre will respond by following the process in its Internal Appeals Procedure (IAP) document.

All processing of EARs will be the responsibility of the Exams Officer following the JCQ guidance.

Access to Scripts (ATS) – External Appeal to Awarding Body

After the release of results, candidates may ask subject staff to request the return of written exam papers within 30 days of the receipt of results.

Tutors may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Re-marks cannot be applied for once an original script has been returned. There is a fee involved and it is at the Head of Education's discretion as to whether this fee is passed onto the parent.

All processing of requests for ATS will be the responsibility of the Exams Officer. Teaching staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Results

Candidates will receive individual result slips on results days,

- Collect in person from Centre in Roper Road, Canterbury CT2 7EX
or
- emailed directly to the address held on file

The results slip will be in the form of a centre produced document. Arrangements for the delivery in person are made by the Exams Officer and/or candidate's tutor.

Certificates

Candidates will receive their certificates

- collect in person from Centre in Roper Road, Canterbury CT2 7EX
or
- posted (first class tracked) to the address held on file.

Certificates can be accepted on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and provide suitable identification that confirms who they are.

The centre retains certificates for 12 months after which they will be returned to the awarding body.

A new certificate will not be issued by an awarding organisation unless the candidate agrees to cover costs incurred. A transcript of results may be issued if required by the centre.

Appendix 1

Verification of Candidate Identity

Tuition Extra Internal Students are identified by the following methods: Students are identified by Tuition Extra's Leadership Team by means of a register prior to entering the examination room. Secondary verification by Tuition Extra invigilators within the exam room during seating at named and numbered exam desks. Examination register taken to identify absent candidates.

Private Candidates are identified by the following methods:

At Initial Exam Entry Stage:

- Private candidates' identification is verified at the time of application to sit exams at Tuition Extra by the Exams Officer.
- Acceptable documentation to verify a private candidates' identification **MUST** be in the form of valid photographic evidence for example a passport or driving licence.

Procedures on Examination Days:

- Private candidates may enter the exam room only on production of their photo ID and identify verification by the Exams Officer. Invigilators made aware of private candidate identities.
- Where identification of a candidate is not possible due to the wearing of religious clothing, such as a veil, a member of staff of the same gender will accompany the candidate to a private room where they should be politely asked to remove the religious clothing for identification purposes.
- Private candidates will be made aware in advance of this procedure and well in advance of their first examination.

Exams Officer

- EO to ensure invigilators are aware of the procedures for candidates' identification.
- Provide seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangements(s) awarded)

Invigilators

- Follow the procedures for verifying candidates identify provided by the EO. Seat candidates in exam rooms as instructed by the EO/on the seating plan.

The following documents support this Examinations Policy and are reviewed annually:

- Contingency Plan
- Internal Appeals Policy
- Access Arrangements Policy
- Non-Examination Assessment (NEA) Policy
- Malpractice Policy
- Cyber Security Policy
- Data Protection and Privacy Policies