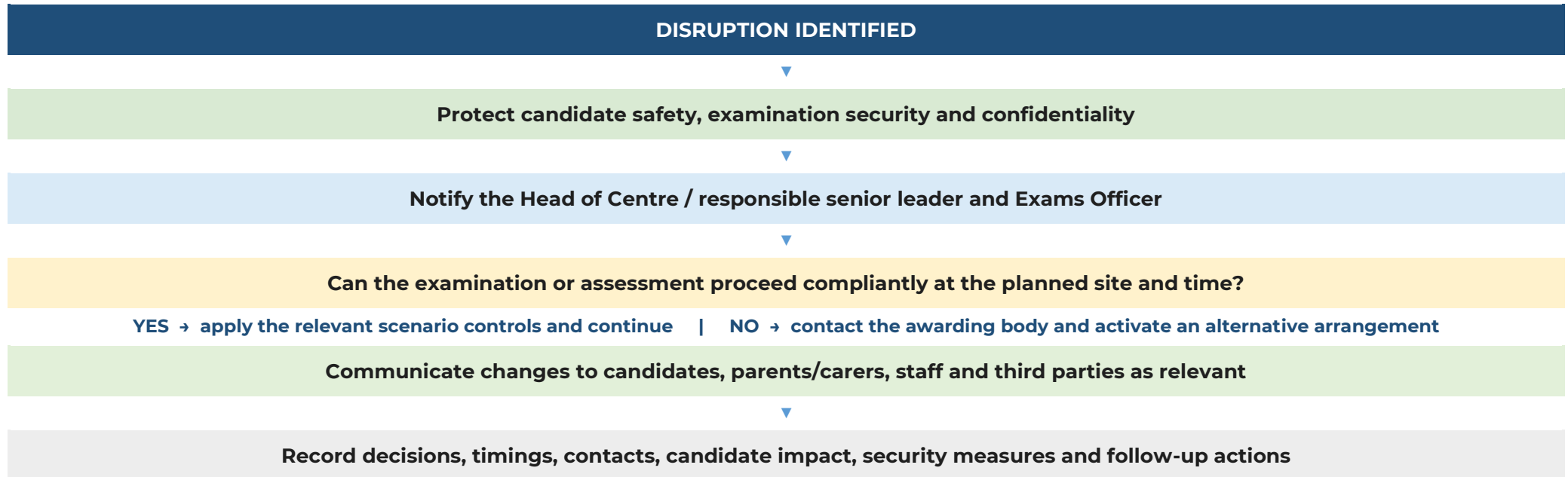


Exam Contingency Process Charts

Tuition Extra | 2026/27 quick-reference guide



Core rule: keep the examination running wherever it is safe, secure and compliant to do so. Seek awarding-body instructions promptly when disruption may affect delivery or candidates.

People and premises scenarios

Follow each row from left to right

SCENARIO / TRIGGER	IMMEDIATE CONTROL	ACTION PATH	CLOSE / RECORD
1. Exams Officer absent at a critical stage	Inform Head of Centre. Confirm urgent deadlines and secure access.	Appoint trained administrator or experienced cover → Use central exam plan, calendar and portal access → Prioritise entries, secure materials, exam-day reports and scripts → SLT accesses results and post-results services	Record cover arrangements, decisions, deadlines and awarding-body contact.
2. SENDCo absent at a critical stage	Notify SLT and activate Deputy SENDCo / trained senior leader.	Access SEND and access-arrangement records → Confirm applications, modified papers and normal way of working → Allocate trained facilitators and rooms → Give staff the access-arrangement schedule	Check every candidate receives approved arrangements; retain evidence.
3. Teaching staff absent	Escalate omissions or missed deadlines to the Head of Centre.	Relevant senior leader checks entry decisions → Prioritise exam cohort and arrange trained cover → Exams Officer tracks NEA, marks and submission dates → Submit marks/work by awarding-body deadlines	Document checks, cover, late actions and any awarding-body advice.
4. Invigilator shortage or absence	Confirm candidate numbers, rooms and required ratios.	Deploy trained internal staff → Use standby external invigilators if needed → Brief replacements on regulations and room arrangements → Proceed only with compliant supervision	Update rota and retain training / deployment records.
5. Exam room unavailable	Inform Exams Officer and SLT; assess whether a compliant room is available.	Move to another prepared room → If needed, use St Stephen's Infant School or Haven Nook School → If unavailable, hire an emergency alternative venue → Agree alternative-site arrangements with awarding body where required	Record venue decision, security, transport and candidate communications.

Source: Exam Contingency Plan 2026–2027. The full plan and current awarding-body instructions take precedence.

Technology, safety and preparation scenarios

Follow each row from left to right

SCENARIO / TRIGGER	IMMEDIATE CONTROL	ACTION PATH	CLOSE / RECORD
6. Cyber-attack or suspected compromise	Inform Head of Centre and report any awarding-body system compromise immediately.	Isolate affected systems and follow Cyber Security Policy / insurer advice → Use hard-copy timetables, contacts and access-arrangement records → Use secure alternative devices, MFA and hotspots where authorised → Provide alternative devices or handwriting; apply for special consideration if needed	Preserve incident records, update passwords/access, record training and notify relevant bodies.
7. IT, MIS or power failure	Inform Head of Centre and identify the affected exam function.	Use daily backups, cloud/off-site copy and alternative devices → Use paper records, printed mark sheets and manual seating plans → Enter/amend via awarding-body portals or contact awarding body → For on-screen exams, follow technical/awarding-body instructions	Confirm data integrity, candidate impact and any special consideration.
8. Emergency evacuation or lockdown during an exam	Stop candidates writing. Take attendance register. Leave papers/scripts in room unless instructed otherwise.	Evacuate or lock down under emergency instructions → Keep candidates silent and continuously supervised → Record start time and duration of interruption → Resume with remaining working time or relocate a small group if safe → Submit a full report to the awarding body	Record incident, supervision, timings, candidate impact and actions taken.
9. Extended closure before the exam	Head of Centre activates alternative teaching arrangements.	Prioritise the exam cohort → Provide alternative venue or method of learning → Exams Officer seeks awarding-body advice → Consider special consideration where applicable → Inform candidates and parents/carers	Record provision, communications and impact on preparation.

Source: Exam Contingency Plan 2026–2027. The full plan and current awarding-body instructions take precedence.

Exam-day access and materials scenarios

Follow each row from left to right

SCENARIO / TRIGGER	IMMEDIATE CONTROL	ACTION PATH	CLOSE / RECORD
10. Candidate cannot reach centre, but centre is open	Contact candidate / parent or carer and establish circumstances.	Try alternative venue or permitted revised start time → Apply very-late-arrival rules where relevant → Prioritise sitting the examination wherever possible → Contact awarding body for guidance → Consider special consideration if the candidate cannot sit	Record contact attempts, decision, timings and awarding-body advice.
11. Centre cannot open normally during exam period	Head of Centre decides whether opening is safe using agency advice/instructions.	Open for candidates only if safe → Move to approved alternative venue → Contact awarding body and communicate revised arrangements → Use special consideration only after other avenues are exhausted → Offer next exam series where appropriate	Record safety decision, alternative venue, communications and candidate outcomes.
12. Examination papers not delivered	Inform Exams Officer and contact the awarding organisation.	Obtain secure electronic access if authorised → Print and store copies under secure conditions → Follow awarding-organisation instructions → As a last resort, support rescheduling with regulator/awarding-body agreement	Maintain a security and handling log; record all instructions.
13. Completed scripts not collected	Keep packages secure and unattended collection areas avoided.	For yellow-label / arranged collections, contact awarding body → Follow its advice and instructions → For centre-arranged transport, identify a JCQ-compliant alternative → Retain secure storage until collection	Log collection issue, storage, contacts and final handover.

Source: Exam Contingency Plan 2026–2027. The full plan and current awarding-body instructions take precedence.

Evidence, results and leadership scenarios

Follow each row from left to right

SCENARIO / TRIGGER	IMMEDIATE CONTROL	ACTION PATH	CLOSE / RECORD
14. Assessment evidence lost, damaged or not received	Head of Centre informs awarding organisation immediately.	Provide any other appropriate evidence requested → Awarding organisation determines whether a mark can be generated → If not, arrange opportunity to retake in a later series → Inform candidates and parents/carers	Record evidence loss, notifications, decision and retake arrangements.
15. Results or post-results services unavailable	Inform Head of Centre and awarding organisation; activate alternative-site access.	Retrieve and distribute results from an alternative site → Use St Stephen's Infant School or Haven Nook School if appropriate → Coordinate post-results requests from an alternative location → Share facilities with another centre only with awarding-body agreement → Inform candidates, parents/carers and transition settings of delay	Record distribution method, access controls, communications and post-results actions.
16. Industrial action / staffing or transport disruption	Assess impact on exams, invigilation, staffing and candidate travel.	Prioritise examinations and assessments → Activate alternative staffing and additional invigilators → Consult awarding bodies where candidates may be affected → Inform candidates and parents/carers of revised arrangements	Record staffing decisions, communications and current guidance followed.
17. Head of Centre / overseeing senior leader absent	Activate succession arrangement immediately.	Deputy Head of Centre assumes responsibilities → Confirm access to systems, secure materials and key contacts → Maintain oversight of all exam administration and incident decisions	Record delegation and decisions made under delegated authority.

Source: Exam Contingency Plan 2026–2027. The full plan and current awarding-body instructions take precedence.