

Policy/procedure title	Examinations Policy		
Review Cycle *Please specify	1 Year	Responsible Department	Examinations
Procedure Owner *overall responsibility	Vice Principal Curriculum and Quality		
Responsible Person (if different to above) *responsibility for communicating changes and staff training where appropriate			
Types of provision this procedure applies to: (delete as appropriate)	14-16 Study Programmes 19+ Apprenticeships Higher Education		
Revision Record			
Rev. No.	Date of Issue	Details and purpose of Revision:	
	10/10/2023		

Equality Impact Assessment

Whenever a policy is reviewed or changed, it's impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics

Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:

Date	Action and Monitoring:
April 2024	No Actions required HP

--	--

E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

Contents

1 Scope	5
2 Responsibilities	5
2.1 The Principal/Head of Centre	5
2.2 Achievement and Exams Officer/Exams Coordinator	5
2.3 The Additional Learning Support (ALS) Team is responsible for:	6
2.4 Invigilators are responsible for	6
2.5 Faculty staff are responsible for:.....	6
2.6 Staff in the College Information Services Team are responsible for:.....	7
2.7 Candidates are responsible for	7
3 Qualifications offered	7
4 Exam series	8
5 Entries, entry details and late entries	8
6 Exam costs/re-sits.	8
7 Exam timetables	9
8 Candidates	9
8.1 Candidate unable to attend the centre on the day of an exam	10
9 Special consideration.....	10
10 Written exams	11
11 Online tests.....	11
12 Internally invigilated/underpinning knowledge tests.....	12
13 Equality Legislation	12
14 Providing access arrangements for learners in exams	12
15 Contingency planning.....	14
16 Managing invigilators	14
17 Inspections	15
18 Malpractice	15
19 Clash candidates.....	15
20 Exam days.....	15
21 Internal assessment.....	16
22 Results	17
22.1 Access to scripts (ATS) and Enquiries about Results (EAR).....	17
22.2 Claims.....	18
22.3 Certificates	18
APPENDIX A Exams Contingency Plan	21
A.1 Exam officer extended absence at key points in the exam process (cycle)	21
A.2 SENCo extended absence at key points in the exam cycle.....	21
A.3 Teaching staff extended absence at key points in the exam cycle	21
A.4 Absence of key staff within the exam governance structure	22
A.5 Invigilators - lack of appropriately trained invigilators or invigilator absence	22
A.6 Exam rooms - lack of appropriate rooms or main venues unavailable at short notice	22

A.7 Failure of IT systems	23
A.8 Disruption of teaching time – centre closed for an extended period.....	23
A.9 Centre unable to open as normal during the exams period	23
A.10 Candidates unable to take examinations because of a crisis – centre remains open.....	24
A.11 Disruption to assessments or exams due to industrial action.....	24
A.12 Disruption to the transportation of completed examination scripts.....	24
A.13 Assessment evidence is not available to be marked.....	24
A.14 Centre unable to distribute results as normal.....	25
APPENDIX B Internally Invigilated/underpinning knowledge tests.....	26
DEFINITIONS	26
Appendix C Related Documents.....	27

1 Scope

This policy aims to ensure the planning and management of exams is conducted efficiently and in the best interests of candidates and to ensure the operation of an efficient exams system with clear guidelines for all relevant staff

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

The exams policy will be reviewed every August by the Vice Principal Curriculum & Quality together with the Achievement and Exams Officer.

This policy is made available to learners via the College's Student Portal.

2 Responsibilities

2.1 The Principal/Head of Centre:

- has overall responsibility for the college as an examination centre, including signing awarding body agreements and contracts
- is responsible for ensuring all suspected or actual incidents of malpractice are reported
- delegates all or any of the responsibilities involved in running the exam centre to an SMT colleague, or Achievement and Exams Officer
- Vice Principal Curriculum & Quality is responsible for maintaining this policy
- is responsible for contingency planning for exams administration

2.2 Achievement and Exams Officer/Exams Coordinator:

- manages the administration of online tests and exams
- manages registration processes for vocational qualifications
- maintains systems and processes to support the timely entry of candidates for exams/online tests, their security, conduct and dispatch, including coursework
- receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines
- administers access arrangement approvals and makes applications for special consideration following exam board regulations
- timetables exams and online tests, identifying and managing exam timetable clashes and access arrangement provision
- accounts for income and expenditures relating to all exam costs/charges

- organises the recruitment, training, and monitoring of a team of external invigilators responsible for the conduct of exams and the training of any wider College staff involved in the provision of exams and access arrangements
- line manages invigilators
- arranges for dissemination of exam results and certificates to academic staff, management and candidates
- 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
- manages post-results service requests
- makes information available to candidates via the Student Portal relating to exam conduct, coursework/NEA assessments and social media restrictions around exams (as required by JCQ)

2.3 The Additional Learning Support (ALS) Team is responsible for:

- testing candidates' requirements for access arrangements recommending access arrangements, updating the Student Portal and collating electronic evidence portfolios available to the Achievement and Exams Officer
- dealing with any aspect of an awarding body inspection which deals with access arrangements
- advising teaching staff on appropriate access arrangement provision
- creating and maintaining policies specific to their department's remit

2.4 Invigilators are responsible for:

- the effective running of exams/online tests in accordance with awarding body regulations
- adhering to the instructions and guidance provided within the Invigilation Guidelines document for the current academic year, in conjunction with the annual training event.

2.5 Faculty staff are responsible for:

- liaising with the Exams Office regarding learner registrations, entries, coursework, set tasks and results

- referring learners for access arrangements assessments and providing evidence to support requests to the ALS Team/SENCo
- ensuring that necessary coursework/ controlled assessments/set tasks are completed on time
- guidance and pastoral oversight of candidates who are unsure about exam entries
- accurate submission of entries and adherence to deadlines as set by the Achievement & Exams Officer
- accurate completion of coursework/controlled assessment/set tasks and declaration sheets
- providing coursework/controlled assessment/set task work to the Exams Office in a suitable format for submission to the relevant awarding body
- relaying any information regarding special consideration requests to the Achievement & Exams Officer
- providing guidance to candidates on post-results procedures

2.6 Staff in the College Information Services Team are responsible for:

- facilitating communication with students regarding when and where their exams are, provision of results and arrangements for certificates
- producing internal reports on exam and course statistics
- maintaining internal systems used in the administration of exams

2.7 Candidates are responsible for:

- viewing information on their exams timetable and checking the status of their access arrangements via the Student Portal
- attending exams/online tests booked for them
- understanding coursework/controlled assessment/set task regulations and signing a declaration that authenticates any work as their own
- ensuring they conduct themselves in all exams according to the awarding body's regulations
- access their results via the Student Portal
- collecting or arranging delivery of their certificates from Exams (where appropriate)

3 Qualifications offered

- The qualifications offered at this centre are decided by Heads of Faculty and the Vice

Principal Curriculum and Quality.

- The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus.
- Decisions on whether a candidate should be entered for a particular subject will be taken by course tutors in consultation with programme managers.

4 Exam series

- Both internal exams and external exams and assessments are scheduled by the Exams Office in line with awarding body deadlines and timetables. .
- In addition, the centre does offer assessments on an on-demand basis where the qualification allows.

5 Entries, entry details and late entries

- Candidates can request a subject entry, change of level or withdrawal in discussion with course tutors.
- The centre does not accept entries from private candidates.
- The centre does not act as an exams centre for other organisations.
- Entry deadlines are circulated to heads of department/curriculum via email.
- Entries/registrations will not be made for a learner who is not actively enrolled on the relevant qualification.
- Achievement and Examination Assistants are responsible for checking entries/registrations and submitting entries/registrations to the board by the exam board deadline.

6 Exam costs/re-sits.

- For all learners, the cost of online tests will be met by the centre and recharged to the relevant faculty budget. Where re-sits occur due to candidate non-attendance, the centre may seek to recover some of these costs from the candidate.

- For all learners, the cost of written exams will be met by the centre and recharged to the relevant college budget area. Where re-sits occur due to candidate non-attendance, the centre may seek to recover some of these costs from the candidate. More details and some exceptions to this general rule are provided in the section “Written exams” below.
- Late entry or amendment fees will be met by the centre and recharged to the relevant faculty budget.
- Costs incurred by the incorrect qualification being on the learners’ ILR, or where changes to qualifications are actioned mid-course, will be met by the centre and recharged to the relevant faculty budget.

7 Exam timetables

- Exam timetables are prepared by the Exams Coordinator.
- First issues of timetables are produced no later than the 20th of the month prior to the month being timetabled and re-issued weekly thereafter.
- Timetables are distributed by email to invigilators, support departments and representatives at each campus.
- The date, time and location of a learner’s exam(s) are available on the Student Portal.

8 Candidates

- Documents detailing the expectations of candidates’ actions and behaviour at exams is linked to their exam information on the Student Portal along with any other information JCQ require to be made available to all candidates.
- The centre's published rules on acceptable dress and behaviour always apply. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- In an exam room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper or in the specification for that subject. Any unauthorised items must not be taken into an exam room and instances where unauthorised items are found will be reported to the awarding body under candidate malpractice rules.
- 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 Achievement and Exams Officer.

- The Achievement and Exams Officer is responsible for handling late or absent candidates on exam day.

8.1 Candidate unable to attend the centre on the day of an exam

- If a candidate is entered for an exam but cannot attend the centre due to a crisis, they should contact the College at the earliest opportunity.
- The Achievement and Exams Officer will communicate with the relevant Awarding Bodies to explore alternative options (home, hospital, alternative centre, etc) if appropriate.
- Special Consideration policies will be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the Awarding Body.

9 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 their tutor to that effect.
- The candidate must support any special consideration claim with appropriate evidence by the end of the examination session.
- Requests for special consideration, supported by appropriate evidence, will be processed by the Achievement and Exams Officer in accordance with awarding body regulations upon receipt from faculty staff.

10 Written exams

- Requests for entries from faculty staff will only be accepted via the online booking system
- Learners enrolled at the centre may only take exams relating to the qualifications they are enrolled on.
- Entry deadlines are circulated by the Achievement and Exams Officer for academic staff information.
- Re-sits of A-levels and GCSEs have to be supported by academic staff and costs may be payable by learners, prior to entries being made.
- Where learners wish to re-sit an exam, already having gained a pass but wishing to improve their mark, the learner must pay the cost of the re-sit.

11 Online tests

- Requests for online tests will only be accepted via the online booking system.
- The Exams Office will confirm online test bookings to tutor requesting them no later than one week prior to the test date or as soon as possible when lead-in times are reduced.
- Information for the running of self-invigilated tests will be sent to the tutor requesting the tests no later than one week prior to the test date.
- Information for learners on the tests they are entered for will be available on the Student Portal no later than one week prior to the test date.

12 Internally invigilated/underpinning knowledge tests

- Faculty areas are permitted to manage testing (written or online) where awarding body rules allow and with the prior agreement of the Vice Principal Curriculum & Quality. Appendix B lists those areas and awarding bodies where this agreement is currently in place.
- In such instances, faculty staff are responsible for ensuring that awarding body regulations are met regarding accommodation, security of materials, training and provision of invigilators, access arrangements and malpractice.
- Learners approved for access arrangements must be provided with these arrangements for every test and use of these arrangements recorded and notified to the Exams Office.
- Exams Office staff will carry out ad hoc checks where internally invigilated sessions take place and report findings to the Vice Principal Curriculum & Quality.

13 Equality Legislation

- All exam centre staff must ensure that they meet the requirements of any equality legislation.
- The centre will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates in accordance with requirements defined by the legislation, awarding bodies and JCQ. This is the responsibility of the Vice Principle Curriculum and Quality who leads on equality and diversity across the College.

14 Providing access arrangements for learners in exams

- *For learners with learning difficulties:* tutors will follow the ALS referral process to arrange assessment for the learner. Ensuring there is appropriate evidence for an access arrangement is the responsibility of the Exam Access Coordinator.

- *Requests for access arrangements for learners with physical difficulties or other needs:* tutors will refer completed portfolios of evidence to:
 - the Achievement and Exams Officer – for learners with short-term physical injuries such as broken arms.
 - the ALS team– for learners with long-term physical disabilities.

- Requesting approval from the awarding bodies for access arrangements is the responsibility of the Achievement and Exams Officer, who will record the outcome of approval applications on the PDP section of the Student Portal and add requirements to the learner's record on EBS.

- Electronic copies of evidence will be held by the SENCo team for inspection purposes and is available to the Achievement & Exams Officer for the purpose of requesting approvals and for JCQ inspection.

- Confirmation of approval for access arrangements for exams will be made available to the learner via the Student Portal by the Achievement & Exams Officer.

- Rooming for access arrangement candidates will be arranged by the Achievement and Exams Officer in line with awarding body regulations.

- Access arrangements will not normally be provided by the Exams Office until two weeks after the requirements are marked 'Ready to be submitted to awarding body' on the PDP.

- Where a learner who has been granted access arrangements fails to use the measures put in place, the College reserves the right to withdraw the arrangements for future examinations.

15 Contingency planning

- Contingency planning for exams administration is the responsibility of the Vice Principal Curriculum & Quality
- An exams contingency plan (see Appendix A) is available in line with the guidance provided by Ofqual, JCQ and awarding organisations.

16 Managing invigilators

- External invigilators, outside of the delivery teams, will be used to invigilate examinations where at all possible.
- Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of HR.
- DBS fees for securing such clearance are paid by the centre.
- Invigilators' rates of pay are set by the Head of HR in discussion with the Principal.
- Invigilators are recruited by the Achievement & Exams Officer and timetabled, trained, and briefed by the Exams Coordinator.
- Invigilator training is carried out by shadowing experienced invigilators until such a point as competence is agreed. Mandatory briefings are conducted by the Exams Coordinator annually.

17 Inspections

- Dealing with awarding body inspectors is the responsibility of the Achievement and Exams Officer, or Vice Principal Curriculum & Quality in their absence.
- Where exams are being held at multiple sites at the same time, this responsibility is delegated to the member of Exams staff overseeing these exams at each campus.
- Any aspects of inspection referring to access arrangements will be referred to the ALS team.

18 Malpractice

- The Principal delegates the responsibility for investigating and reporting suspected candidate malpractice to the Achievement and Exams Officer, where appropriate.
- All incidents of suspected malpractice will be reported to the awarding body by the Achievement and Exams Officer using the appropriate awarding body guidance.
- Any staff member suspected of being guilty of centre malpractice will be subject to the college's disciplinary procedures.

19 Clash candidates

- The Achievement and Exams Officer will be responsible as necessary for supervising escorts, identifying a secure venue, and arranging overnight supervision in line with awarding body guidance.

20 Exam days

- The Achievement and 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.
- Site management staff are responsible for setting up the allocated rooms and will be advised of requirements in advance by the Achievement and Examination Officer.

- Students must provide photographic ID to confirm their identity before being allowed to take an exam. Any learner not able to provide photographic ID must have a member of College staff verify their identity before they are allowed to sit the exam/online test. Learners unable to provide photographic ID or get a member of College staff to verify identity will not be allowed to sit an exam/online test.
- Subject staff may be present at the start of the exam to assist with identification of candidates unable to provide photographic ID only. Any staff present must act in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.
- For practical exams, subject teachers' availability and involvement will be in accordance with JCQ guidelines.
- Unused papers will be distributed to teaching staff (where allowed) in accordance with JCQ's recommendations and no earlier than 24 hours after candidates have completed the exam.
- Achievement and Examinations Assistants will arrange for the secure dispatch of completed examination scripts to awarding bodies.

21 Internal assessment

- It is the duty of Programme Managers to ensure that all internal assessments/set tasks are ready for dispatch at the correct time. Work will be dispatched via the Exams Office and all submissions/dispatch will be recorded.
- Marks for all internally assessed work are provided to the Exams Office by teaching staff. Exams staff submit these marks to the awarding body. Any appeals regarding internal assessment must be submitted before the marks are provided to the Exams Office in line with the college's procedure for assessment, internal and external quality assurance (EVL08).
- The college will not support candidate requests for post-results appeals for internally assessed units where this is likely to affect the results of other candidates within the cohort.

22 Results

- Results for online tests or on-demand written papers will be passed to the candidate by their tutor. Tutors will be given access to secure awarding body websites by the Achievement & Exams Officer (where appropriate) to facilitate this.
- Where applicable, candidates will receive individual results slips on results days via the Student Portal:
- Results information will be provided to other interested parties (programme managers, Heads of Faculty, and senior management) by the Achievement and Exams Officer as requested.
- All College staff must abide by any awarding body embargoes on results release.

22.1 Access to scripts (ATS) and Enquiries about Results (EAR)

- Information regarding post-results services will be made available to candidates via the Student Portal prior to the release of results. This information is also shared with teaching staff involved in the delivery of the qualifications for which results are being issued.
- ATS/EARs may be requested by centre staff or the candidate following the release of results but only with the written consent of the candidate and via completion of the necessary paperwork including appropriate disclaimers regarding the potential that marks could go down as well as up.
- The cost of ATS/EAR requests will normally be paid by the candidate but may be charged to the faculty area concerned if the request originates internally.
- All processing of ATS/EAR requests will be completed by the Achievement and Exams Officer.
- The College will not support requests made by candidates for EAR or ATS services where these have not been requested by the candidate by the deadline stated on the results information or where the potential outcome may affect other candidates (such as re- moderation of coursework).

22.2 Claims

- Submitting claims for assessed units is the responsibility of tutors.
- *For claims processed by the Exams Office:* claims must be sent to the Exams Office via the online claim system as soon as possible after all required verification processes have taken place. These will be processed by Exams within one week of receipt.
- *For claims made direct to an awarding body by faculty staff:* appropriately signed copies of claims must be sent to the Exams Office.
- Problems with claims such as approval issues, issues with units claimed and claims which are indicated as full but do not result in certification, will be referred to the originator and relevant faculty managers.

22.3 Certificates

- All certificates will be recorded on EBS and scanned to shared drives by Achievements and Exams Assistants.
- Certificates for apprentices will be dispatched to the home address recorded on EBS within two weeks of receipt and copies notified to the Work Based Learning team.
- Certificates for staff members will be processed and available for collection by staff within two weeks of receipt. Staff will be notified of collection arrangements by email. Copies of these will be provided to HR. Staff will be required to sign for their certificate(s).
- Certificates for Employer Engagement (EE) learners will be notified as available for collection by EE staff within two weeks of receipt. EE staff will be required to sign for certificates on collection at which point they become the responsibility of EE staff.

- Certificates for Commercial Training will be notified as available for collection by Commercial Training staff within two weeks of receipt. Commercial Training staff will be required to sign for certificates at which point they become the responsibility of Commercial Training staff.
- Study programme learners' certificates will be collated during the academic year and made available by the end of August each year (or as soon as possible if receipt is affected by external situations). Normal options available to candidates will be collection in person or payment for delivery via the online store.
- Learners will be advised of arrangements by text/email and via appropriate social media channels
- The College will not pay costs incurred by the loss of certificates if the candidate failed to notify Student Services of a change of address or failed to pay for postage using a trackable method.
- For genuine cases of lost certificates, the College will pay for a replacement certificate within 1 year of its issue from the awarding body. Any replacements required due to non-receipt of certificates posted out by the Exams Office but greater than 1 year after issue will be the responsibility of the candidate to contact the awarding body and arrange and pay for re-print(s).
- Where certificates are returned by Royal Mail as undeliverable, candidates will be contacted by phone or email to arrange re-delivery. Any certificates for candidates who have not responded to contact will be securely destroyed 18 months after initial dispatch.
- Costs incurred to replace certificates because of data issues such as incorrect name/date of birth will be charged to the learner if they have failed to have their details amended before certification or re-charged to the originating department.
- Verification of certificates of past students will be subject to a charge. Full details are available from the Exams Office upon request.

- Where a candidate requests an electronic copy of their certificates be sent to an HE institution, the Exams Office will send copies as requested only on receipt of a written request which details the candidate's express permission, the certificate(s) required, the HE institution's admissions email address, the title of the course the candidate has applied for and the candidate's UCAS number.

- Former learners can request scanned copies of their certificates on payment of the relevant charge. Copies of certificates will only be provided to candidates who attend the Exams Office in person and who can prove their identity with photographic ID – or can be sent in the post to learners but only if they are still at the address current on EBS.

- Where candidates fail to collect or request their certificates despite being contacted, the Exams Office will store the certificates for a full academic year after the certificate was produced. Once this time has elapsed, certificates will be logged on the destroyed certificate spreadsheet and records amended in the MIS system. Certificates will be securely destroyed.

APPENDIX A Exams Contingency Plan

A.1 Exam officer extended absence at key points in the exam process (cycle)

The department is structured as follows:

- Achievement & Exams Officer (AEO),
- Exams Coordinator (EC),
- 4 x Achievement & Exams Assistants (AEAs)

and overseen by the Vice Principal Curriculum & Quality (VPCQ).

In a period of extended absence, the EC would take responsibility for carrying out the duties of the AEO and would work in consultation with the VPCQ. Appropriate backfilling of responsibilities would then be decided upon by the VPCQ.

All members of the team regularly receive training from Awarding Bodies and colleagues involved in the administration of key processes and are trained on how to carry out processes and who to contact in extremis.

Should the AEO be absent for a prolonged period, the VPCQ would investigate the possibility of buying in consultant services to support the Exams function.

A.2 SENCo extended absence at key points in the exam cycle

This role is carried out by the Additional Learning Support Manager managing one qualified assessor. The function is overseen by the Assistant Principal Student Services. In the event of the extended absence of the post-holder, the Assistant Principal Student Services would arrange the appropriate backfilling of responsibilities or outsourcing of assessments for learners.

A.3 Teaching staff extended absence at key points in the exam cycle

In the event of a period of extended absence of a member of the teaching staff, the manager for the curriculum area would arrange teaching cover from within the staff team, the wider staffing establishment at the College or through an agency. New staff providing cover would be briefed as part of their induction process on arrangements for assessment and examinations. Their practice in terms of assessments would be monitored by an experienced member of the teaching team.

A.4 Absence of key staff within the exam governance structure

The first point of escalation for the AEO would be the VPCQ. Should the VPCQ be absent this would escalate to the Principal who would take on responsibility or designate an alternative member of SMT to take on these responsibilities until such time as the VPCQ was able to resume this role.

A.5 Invigilators - lack of appropriately trained invigilators or invigilator absence

New invigilators undergo a period of shadowing, following appointment. They are only allowed to work independently once they and the AEO are happy that processes and procedures are understood and that invigilators are competent. Annual training sessions are held for all invigilators to refresh their knowledge and communicate JCQ regulation changes and update local information.

Within the wider College staff, colleagues are required to assist during main exam sessions (mainly GCSE English and Maths) and are trained by the AEO/EC regarding their responsibilities and duties.

The College also trains staff under-taking the Learning Support Officer (LSO) role in invigilation and specific access arrangement provision. The AEO/EC liaises with LSO Supervisors to ensure that LSO staff are able to support the provision of access arrangements for exams.

Minor absence issues (such as an invigilator calling in sick) are covered by a member of the Exams team or attempts are made to contact another invigilator from the pool.

The College maintains a pool of around 25 external invigilators and up to 100 wider college staff (including LSOs) who are trained in the provision of access arrangements.

A.6 Exam rooms - lack of appropriate rooms or main venues unavailable at short notice

The College is a large organisation with several campuses and rooming resources. Most exams are accommodated within standard size classrooms/IT suites and the Exams team works closely with the College's timetabling team in order to utilise rooms effectively and at short notice.

Large spaces exist within each campus (learning resource centres, performance areas, etc) where standard teaching usage can be suspended so that large exams can be held. Local resources such as hotels and leisure centres (Lynn sport) are utilised where resources on-campus are not adequate, and a budget exists for such occasions. The inability to secure external space would result in the College timetable being collapsed so that exams could be accommodated onsite.

A.7 Failure of IT systems

The college endeavours to minimise any IT disruption via resilient design and preventative maintenance. In the event of an issue this would be dealt with in accordance with the college Disaster Recovery Plan which is tested and updated regularly. Where such failure impacted on scheduled exams steps would be taken to reschedule these exams where possible and where not options to sit these exams 'offline' or at another campus or local provider would be investigated in co-ordination with the awarding body.

Exam entries are recorded and submitted via the EBS system, which is developed and supported by a third-party supplier. In the event of system issues, the third-party supplier is contacted for resolution or workaround.

A.8 Disruption of teaching time – centre closed for an extended period

In the event of the centre not being able to open as normal alternative options would be explored such as moving provision to one of the two alternative campuses (and appropriate transport arrangements would be made) or an external location (such as leisure centres, hotels, local schools, etc).

Where local or national restrictions mean that the centre cannot open to learners, alternative methods of learning will be put in place or timetables amended to accommodate learners in restricted accommodation.

In all such instances, details would be communicated to learners via the College's website, messaging facilities and Student Portal. Staff would be informed via the College's website, messaging facilities and the Staff Portal.

A.9 Centre unable to open as normal during the exams period

In the event of the centre not being able to open as normal, appropriate communication with the relevant Awarding Bodies would be undertaken by the AEO and alternative options would be explored such as moving exams to one of the two alternative campuses (and appropriate transport arrangements would be made) or moving exams to an external location (such as leisure centres, hotels, local schools, etc).

In instances where the centre is unable to open due to local or national restrictions, the AEO will follow the directions of government/regulators/Awarding Bodies to implement the required alternative methods of assessment.

In all such instances, details would be communicated to candidates via the College's website, messaging facilities and Student Portal. Staff involved in exams already scheduled (including invigilators) would be contacted by email and telephone.

A.10 Candidates unable to take examinations because of a crisis – centre remains open

Response is dependent on the type of issue. Procedure for absence outlined in examinations policy made available to all candidates. If a candidate can sit the exam but cannot attend the centre due to a crisis, appropriate communication with the relevant Awarding Bodies would be undertaken by the AEO and alternative options would be explored (home, hospital, alternative centre, etc).

Appropriate use of Special Consideration policies would be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the Awarding Body.

A.11 Disruption to assessments or exams due to industrial action

The Principal will ensure that the centre remains open for assessments and exams where at all possible, even if the college is closing or restricting attendance for other learners.

A.12 Disruption to the transportation of completed examination scripts

All scripts are returned using the designated dispatch methods prescribed by the Awarding Body concerned. Where this becomes unavailable or inappropriate, the Awarding Body will be contacted to discuss suitable alternatives.

Where the dispatch of completed exam scripts is disrupted by industrial action of couriers/mail services, all scripts will be securely stored until the period of industrial action is complete – at which point scripts will be dispatched as normal.

A.13 Assessment evidence is not available to be marked

In the event of large-scale damage or destruction of completed examination scripts/assessment evidence before it can be marked the AEO would notify the awarding body immediately. Student marks would be submitted based on appropriate evidence and candidates would be given the opportunity to retake in a subsequent series.

A.14 Centre unable to distribute results as normal

The centre distributes the results 'as normal' electronically and securely via the Student Portal. Should this not be possible due to IT system failures, hard copy results would be distributed to candidates by collection in person or post.

APPENDIX B Internally Invigilated/underpinning knowledge tests

Only those listed below have agreement to manage testing locally and only for these specific awarding bodies and circumstances.

Area	Awarding Body	Circumstances	Date agreement last reviewed
Hair & Beauty	City & Guilds	Underpinning knowledge tests only	31/09/2020
Technology	IMI	All summative tests	31/09/2020
Technology	CITB	CSCS tests	31/09/2020
Computing		Microsoft Online Specialist (MOS) tests	31/09/2020

DEFINITIONS

ILR	Individual Learner Record
TEST	College system for booking exams and tests online
Exam Series	Exam Board designated exam period
EBS	College student information system
JCQ	Joint Council for Qualifications – an umbrella organisation representing a number of awarding bodies that handles enquiries from examination officers and publishes advice, guidance and regulations on delivering examinations

Appendix C Related Documents

- Exam board regulations (external)
- Exam board timetable information (external)
- Exam entry/registration forms
- Exam checking reports
- Exam timetabling instructions
- Online test booking system emails
- Online claim
- Access arrangement form – LNG10-08
- Supporting statements for access arrangements and evidence of normal way of working
- Non-examined assessment policy
- Procedure for assessment, internal and external quality assurance - EVL08
- Procedure for examination entries/registration and timetable information – EVL10
- Procedure for receipt of examination documents, the preparation and conduct of examinations – EVL11
- Procedure for skills development, maths and English support – LNG14