WOODBRIDGE HIGH SCHOOL

EXAM POLICY
2026 - 2027

Purpose of the policy

The centre is committed to ensuring that the examinations and assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

The purpose of this exam policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates.
- to ensure the operation of an efficient exam system with clear guidelines for candidates and parents.
- to ensure all centre staff involved in the exams process clearly understand their roles and responsibilities.
- to ensure exam candidates understand the exam process and what is expected of them. It is the responsibility of candidates and parents to read and understand this policy.

Exam Responsibilities

Exam Officer responsibilities

The Exams Officer (EO) manages the administration of public and internal exams (CAT testing and all Mocks) and:

- understands the contents of annually updated JCQ publications including:
    - General regulations for approved centres (GR)
    - Instructions for conducting examinations (ICE)
    - Instructions for conducting non-examination assessments (NEA)
    - Suspected Malpractice in Examinations and Assessments (SMEA)
    - Post-results services (PRS)
- is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of staff before the published deadline for entries
- ensures appropriate arrangements are in place to guarantee that confidential exam materials are only handed over to authorised members of staff
- briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials
- recruits, trains and deploys a team of invigilators and keeps a record of the content of training provided to invigilators for the required period
- allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- advises the Senior Leadership team, subject and class tutors and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies
- manages the production of the Candidate Guide to Exams booklet and updates the school website to include the latest version
- ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
- consults with teaching staff to ensure that all necessary NEA and coursework is completed on time and in accordance with JCQ and exam board guidelines
- receives, checks and stores securely all exam papers and completed scripts, in accordance with JCQ regulations
- administers access arrangements and makes applications for special consideration in accordance with JCQ guidelines
- identifies and manages exam timetable clashes
- arranges for the dissemination of exam results and certificates to candidates and forwards, in consultation with department heads, any appeals/re-mark requests
- maintains systems and processes to support the timely entry of candidates for their exams.

Head of centre responsibilities

(GR 1)

Heads of centre must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current General Regulations for Approved Centres (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

Heads of centre must ensure that relevant members of staff respond promptly to requests and/or actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

Where an action letter is issued by the JCQ Centre Inspection Service, the head of centre must ensure that arrangements are put in place within the centre, in accordance with the timeframes and process set out in the action letter, to prevent any recurrence of the issue(s).

Heads of centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

(ICE Introduction) It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the Instructions for conducting examinations document. Failure to do so may constitute malpractice as defined in the JCQ document Suspected Malpractice: Policies and Procedures, 1 September 2025 to 31 August 2026.

(GR 5.1)

The head of centre must ensure:

- compliance with the published JCQ regulations and awarding body requirements to deliver the qualification(s)
- appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims, centre-assessed marks or modified papers
- all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority

The head of centre:

- understands the contents, refers to and directs relevant centre staff to current JCQ publications including:
    - General regulations for approved centres (GR)
    - A guide to the special consideration process (SC)
    - Access Arrangements and Reasonable Adjustments (AARA)
    - AI Use in Assessments: Your role in protecting the integrity of qualifications
    - Guidance for centres on cyber security
    - Instructions for conducting coursework (ICC)
    - Instructions for conducting examinations (ICE)
    - Instructions for conducting non-examination assessments (GCE and GCSE specifications) (NEA)
    - Instructions for conducting non-examination assessments (Vocational and Technical Qualifications) (NEA VTQs)
    - Notice to Centres – Informing candidates of their centre-assessed marks
    - Plagiarism in Assessments – Guidance for Teachers/Assessors
    - Suspected Malpractice – Policies and Procedures (SMPP)
- ensures the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught, including appropriate accommodation for candidates requiring access and/or practical assessments
- Where/if using a third party to deliver any part of a qualification (including the assessments or the administration) at the centre:
    - maintains oversight of, and responsibility for, the delivery and administration of the qualification in accordance with JCQ regulations and awarding body requirements
    - has in place a robust written agreement with the third party (unless exclusions apply), that includes provisions which ensure that qualifications are delivered in a way that complies with their agreement with the awarding body, to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service
    - ensures that a copy of the written agreement is available for inspection if requested by the awarding body

    - monitors delivery by the third party to maintain compliance with the published JCQ regulations and awarding body requirements, ensuring the security and integrity of examinations and assessments
    - ensures sufficient managerial and other resources are in place to resolve any issues
- takes responsibility for responding to the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by Cambridge OCR https://ocr.org.uk/administration/ncn-annual-update/) is responded to by the end of October each year, even if there are no changes to centre details, confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre's declaration which is kept on file with the Exams Officer for inspection purposes
- ensures the Exams Officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
- ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
- ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- ensures that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates' preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test
- ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
    - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
    - appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
    - access to the secure room and secure storage facility is restricted to between two and six authorised keyholders, one of whom must be the Exams Officer. The two to six key holders must be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures. They must either be part of the exams team or the senior leadership team.
    - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
    - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place
- ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the Head of Centre to act immediately in the event of an emergency or staff absence)
- ensures required internal appeals procedures are in place and drawn to the attention of candidates and, where relevant, their parents/carers
- ensures the centre's Access Arrangements policy demonstrates the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements
- ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidate's and their parents/carers
- ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
- ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations
- ensures staff are only entered for qualifications through the centre as a last resort where the member of centre staff is unable to find another centre
- ensures the relevant awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a relevant member of staff has a personal connection to the candidate

- ensures other relevant centre staff, where they may be involved in the receipt and dispatch of confidential exam materials, are briefed on the requirements for maintaining the integrity of the exam materials
- ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
- ensures members of staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications)
- ensures members of staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

Senior leaders

- are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including

    - A guide to the special consideration process (SC)
    - Access Arrangements and Reasonable Adjustments (AARA)
    - AI Use in Assessments: Your role in protecting the integrity of qualifications
    - Guidance for centres on cyber security
    - Instructions for conducting coursework (ICC)
    - Instructions for conducting examinations (ICE)
    - Instructions for conducting non-examination assessments (GCE and GCSE specifications) (NEA)
    - Instructions for conducting non-examination assessments (Vocational and Technical Qualifications) (NEA VTQs)
    - Notice to Centres – Informing candidates of their centre-assessed marks
    - Plagiarism in Assessments – Guidance for Teachers/Assessors
    - Suspected Malpractice – Policies and Procedures (SMPP)

Heads of Department

- ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the Examinations Officer and SENCo
- ensuring teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- ensures that candidates' NEA and coursework marks are entered on time by heads of department, tracks dispatch and distributes returned NEA and coursework and any other material required by the appropriate awarding bodies correctly and on schedule
- ensures teaching staff attend relevant awarding body training and update events

The Sen Coordinator (SENCo) is responsible for:

- being familiar with the contents, refer to and direct relevant centre staff to current JCQ publications including
    - Access Arrangements and Reasonable Adjustments
- Gathers evidence to support the need for access arrangements for a candidate
- Liaises with teaching staff to gather evidence of normal way of working for a candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Identification and testing of candidates' requirements for access arrangements
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Informs relevant candidates that an application for access arrangements will be processed using Access Arrangements Online (AAO), complying with the UK GDPR and the Data Protection Act 2018

- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- Employs good practice in relation to the Equality Act 2010
- Applying for approval through the Access Arrangements Online (AAO) via the Centre Admin Portal (CAP) where required or through the awarding body where qualifications sit outside the scope of AAO
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s) and supporting evidence of need. This information must be readily available for inspection at the venue where the candidate is taking the examination(s).
- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/assessments to meet candidates' needs, e.g. sufficient readers and scribes
- Works with the Exams Officer to allocate rooms for candidates with access arrangements
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments
- Ensures criteria for candidates granted alternative rooming arrangements within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events
- Ensure appropriate instructions for conducting internal assessment are followed
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Ensure candidates are informed of their centre-assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

Invigilators

- Attend training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Reception staff

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site staff

- Support the EO in relevant matters relating to exam rooms and resources

Candidates

- Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers

Qualifications

The qualifications offered at this centre are decided by the Heads of Department and Senior Leadership team.

The qualifications offered are GCE, GCSE, and OCR Cambridge Nationals and Cambridge Technicals. The Awarding Bodies used are:

AQA	www.aqa.org.uk	OCR	www.ocr.org.uk
Edexcel	www.edexcel.com	WJEC/Eduqas	www.wjec.co.uk

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus/guided choices booklet for that year.

Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the candidates, parents/carers, subject teachers, SENCo and the Deputy Head.

Exam Series and Timetables

Exam Seasons

External exams and assessments are scheduled in November, January (OCR Cambridge Nationals and Technicals only), May and June.

Internal exams may be held under external exam conditions.

The Head of Department decides which exam series are used in the centre.

Timetable

Once confirmed, the Exams Officer will email candidates their exam timetable.

Entries, entry details and late entries

Candidates are selected for their exam entries by the Heads of Department and subject teachers.

Candidates or parents/carers can request a subject entry, change of level or withdrawal but any late fees arising from such a request will be charged to the parent/carer.

The centre does not act as an exam centre for other organisations. The centre does not accept external (private) candidates.
Late entries are authorised by Heads of Department and Deputy Head.

Re-take decisions will be made in consultation with candidates, subject teachers and Heads of Department.

Late entry or amendment fees are paid by the departments or the student if the request is made after the deadline date set by the awarding bodies.

Fee reimbursements are sought from candidates who:

- decide to sit or withdraw from an exam after the late entry or withdrawal deadline date set by the awarding bodies;
- fail to sit an exam without medical evidence or evidence of other mitigating circumstances;
- do not meet the necessary course requirements

In the majority of cases, re-sit fees are always paid for by the candidate* unless medical evidence or evidence of other mitigating circumstances is supplied to the Exams Officer. If the Centre has previously agreed to pay for an entry, but the request is submitted by the candidate after the exam board deadline date, then the candidate will always be liable for any late entry fees if the request could have been made on time by the candidate. It is not the responsibility of the Centre to chase up any candidate to determine if a re-sit is

required. This decision must be made by the candidate by the deadline date set by the Exams Officer.

Failure to attend an examination or pay for a re-sit could mean that the qualification is not completed and a grade cannot be awarded in that subject, or, a grade will be issued based only on the completed components.

Candidates will be sent re-sit request forms via their school email account to allow them to pay for a re-sit in GCSE English Language or Mathematics. Any candidates returning their re-sit form after the deadline date shown on it may be required to pay late entry fees that will double, or even triple, the cost of an entry.

*see Exam Fees and Re-sits sections below for information on when candidates will be exempt from paying re-sit fees.

Exam Fees

Candidates or departments will not be charged for changes of tier or withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies.

First sitting of GCSE entry exam fees are paid for by the Centre. Non-attendance to lessons may result in a student not being entered for an exam.

First sitting of A Level entry exam fees are paid for by the Centre.

Where a student would like to sit an exam that is not part of the curriculum the entry fee for this must be paid for by the student. The Centre retains the right to not enter a student for an examination if the entry requirements cannot be met by the Centre. The Centre also retains the right to not enter a student if the date of the examination falls during a school holiday or on a Bank Holiday when the Centre is closed.

For non taught MFL languages please ask the Exams Officer for the policy on entries for these qualifications.

Woodbridge High School is committed to ensuring equal opportunity and access for all its pupils. Any pupil currently in receipt of free school meals will receive a 50% discount on the cost of re-sit fees. However, late fees incurred as a result of a candidate failing to meet the deadline dates set by the awarding bodies must be paid in full by the candidate.

Exam Re-sits

Year 12 and 13 candidates are always required to pay for their re-sit fees unless the following applies:

Where a candidate enrols on a Foundation course in the 6th Form, and they are required to re-sit their GCSE in English Language or Mathematics to gain a grade 4, the Centre will pay for the first re-sit attempt only regardless of when this is taken. Any subsequent re-sit must be paid for by the candidate. For example, if the first re-sit attempt is taken in November of Year 12 this will be paid for by the Centre. Any further re-sits taken in Year 12 and/or Year 13 must be paid for by the candidate.

An entry will only be made when the subject teacher feels it is appropriate for them. In all instances the candidate must return a signed re-sit form which will be made available to them. If a candidate wishes to be entered earlier than is recommended by the subject teacher then the candidate must pay for this entry.

Note that failure to attend the first re-sit opportunity, or withdrawing after the deadline date set by the awarding bodies, will mean that the candidate will have to pay for the second entry that the Centre makes in that subject.

Any candidate in Year 12 or 13 who have already obtained a grade 4 in GCSE English Language or Mathematics, but would like to improve upon this grade, will be required to pay for their re-sit. An entry will be made upon receipt of a re-sit form and the full fee.

Malpractice

The Exams Officer and a member of the Leadership team are responsible for investigating suspected malpractice in accordance with JCQ guidelines.

Any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) will be investigated and reported to the awarding body immediately, by completing the appropriate documentation.

For further information please refer to the school's Plagiarism and Malpractice Policy (*www.woodbridgehigh.co.uk >> Teaching and Learning >> Examinations >> Exam Documents >> Plagiarism and Malpractice Policy*).

Conflict of Interest

It is the responsibility of the head of centre to ensure that Woodbridge High School:

- Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:

    - any members of centre staff who are taking a qualification at this centre which includes internally assessed components/units*
    - any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units (This requirement also extends to centre staff conducting internally assessed or externally assessed Speaking, Listening or Oracy components/units)

  maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:

    - exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at this centre or other centres
    - centre staff are taking qualifications at this centre which do not include internally assessed components/units*
    - centre staff are taking qualifications at other centres

- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be 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.)

- *Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:

    - proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials
    - during the examination series the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment

All staff, governors and exam invigilators are required to fill out a Conflict of Interest form, ahead of the deadline for entries for each examination series, to declare any potential conflicts of interest as detailed above. For all declarations of a potential conflict of interest, details are entered on a conflict of interest log, detailing steps taken to manage the risk. This conflict of interest log is 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. Where applicable, the conflicts of interest log is also sent to the awarding bodies before the published deadline for entries for that examination series, in line with the guidance outline in the JCQ General Regulations for Approved Centres document.

Equality in Exams

The head of centre/senior leadership team will recognise its duties towards disabled candidates, ensuring compliance with all aspects of the Equality Act 2010, particularly Section 20 (7). The Equality Act 2010 strengthens the duty to make reasonable adjustments to general qualifications. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

The centre will meet the requirements of the Act by ensuring that the exams centre is accessible and improves candidate experience. This is the responsibility of the Deputy Head, Exams Officer and SENCo. The centre delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates. This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.

Reasonable adjustments will be made for students with permanent or temporary disabilities which could include placing students near to exits, ensuring sufficient space between desks for wheelchairs, rooming students into exam rooms at ground level, allowing rest breaks, enlarging scripts, provision of a Word Processor etc (see the school's Access Arrangements Policy for more information). This is in addition to any access arrangements that are made for students. Requests for separate rooming arrangements must be supported by medical evidence detailing a need for this and there must be a history of need supported by the Centre. All requests for exam arrangements must be with the SENCo by the end of February to allow sufficient time for the requests to be processed by the exam boards. Requests received after this date may not be processed.

Managing Invigilators

External and internal staff are used to invigilate examinations.

Recruitment and training of external invigilators is the responsibility of the Exams Officer. A record of the training provided to invigilators will be kept on file for the required period.

Securing the necessary Disclosures and Barring Service (DBS) clearance for new invigilators is the responsibility of the Centre administration. The centre adheres to the DFE guidance document 'Keeping Children Safe in Education' with regards to DBS procedures.

DBS fees for securing such clearance are paid by the centre. Invigilators are timetabled and briefed by the Exams Officer. Invigilators rates of pay are set by the London Borough of Redbridge.

Exam Days

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

Site management is responsible for setting up the allocated rooms.
Senior Leadership Team or invigilators will start all exams in accordance with JCQ guidelines.

Subject staff may be present outside of the exam room before the start of the exam to assist with identification of candidates but must not enter the exam room or advise on which questions or sections are to be attempted.

In practical exams subject teachers may be on hand in case of any technical difficulties.

Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to heads of department at the end of the exam session.

Candidates

Seating and Identifying Candidates in Exam Rooms

Exams Officer:

- Ensures a procedure is in place to verify the identity of all candidates

  Candidate Identification Procedure

- Individual student identification labels are placed on each desk in the exam room, with the student's full name, candidate number, room and seat number, examination paper title and examination component code
- Senior Leaders line the students up in the playground in seat order, ready to enter the examination room(s)
- A member of the Senior Leadership Team brings the students in to the exam room and starts the exam, and in doing so identifies all the students
- A member of the Senior Leadership Team asks students to check that the student identification label with their name on, which is on their desk, is correct
- If there are any queries regarding candidate identification, the exams software used by the school, https://examsassist.co.uk/, enables the Exams Officer and invigilators to look up the photograph of any student sitting the exam if required, in order to verify the identity of a student
- If we had any concerns about identifying a candidate due to them wearing a face mask or religious clothing, we would explain our concerns to the candidate and we would take them to a private place where we would ask them to remove the item so that we can check their identity. This would always be supervised by a second appropriate member of staff or another appropriate relevant adult.

- Ensures invigilators are aware of the procedure

- Provides 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 arrangement(s) awarded)

The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic devices apply at all times.

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time. Candidates may only leave the exam room for a genuine purpose and are required to return immediately to the exam room. They must be accompanied by a member of staff at all times.

The Exams Officer is responsible for handling late or absent candidates on exam days in accordance with JCQ guidelines.

Toilet Breaks

Toilet breaks are recorded and for emergencies. They will not be allowed during the first hour or last 30 minutes of an exam unless a student is in possession of a toilet pass that has been issued for medical reasons.

Clash Candidates

The Exams Officer will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight supervision.

Special Consideration

Special consideration is given to a candidate who has temporarily experienced illness, injury or some other event outside of their control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment. It is the candidate's responsibility to alert the centre, the Exams Officer, or the exam invigilator, to that effect.

The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example by providing a letter from the candidate's doctor.

Senior leaders:

- Provide signed evidence to support eligible applications for special consideration Exams Officer:
- Processes eligible applications for special consideration to awarding bodies
- Gathers evidence which may need to be provided by other staff in centre or candidates

- Submits a completed special consideration form to the relevant awarding body within seven days of the exam.

Candidates:

- Provide appropriate evidence to support special consideration applications, where required

For any application for special consideration, the school will defer to the JCQ document 'A guide to the special consideration process'.

Internal Assessments and Appeals

Internal Assessments

It is the duty of Heads of Department to ensure that all internal assessment is ready for despatch at the correct time. The Exams Officer will assist by keeping a record of each despatch, including the recipient details and the date sent.

Complaints and Appeals

For more information on internal assessments, including appeals, please refer to the school's policy on Non-Examined Assessments (*www.woodbridgehigh.co.uk* >> *School Information* >> *School Policies* >> *NEA Policy*).

For any other complaints regarding examinations, qualifications or any other forms of assessment, please refer to the school complaints policy (*www.woodbridgehigh.co.uk* >> *School Information* >> *School Policies* >> *Complaints Policy*).

Results and Post Results Services and Appeals

Candidates will receive individual result slips on results days, either in person at the centre or by post to their home addresses (candidates to provide a stamped self addressed envelope).

Results can be collected on behalf of a candidate by third parties, provided they have been authorised to do so. Candidates should provide a letter to this effect or email the Exams Officer on contactexams@woodbridgehigh.co.uk the name of the person they authorise to collect them on their behalf.

Arrangements for the centre to be open on results days are made by the Deputy Head. The provision of staff on results days is the responsibility of the Senior Leadership team.

For any post results appeals or reviews, the school will defer to the post-results services guidance issued by the JCQ. Individual candidates are not permitted to appeal directly to the board. Centre submitted appeals will be based upon the regulations set out by the JCQ.

Grounds for appeal will only be granted if the appellant* considers that either:

- a marking or moderation (or a review of marking/moderation) error has occurred; or
- the awarding body did not apply its procedures consistently, properly or fairly.

*The appellant is the head of centre who submits the appeal.

Enquiries about Results (EARs)

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidates' consent is required before any EAR is requested.

Candidates can request that an EAR be carried out and they will be charged for this service before a request is made to the awarding body. The Exams Officer will make available to every candidate on results day an up-to-date table showing the fees and deadline dates for the EAR service as set by the awarding bodies. Each candidate will also have a copy of an EAR request form.

If a result is queried by a Head of Department then the fee will be paid for by the requesting department.

If the centre's marks for internal assessment have been accepted by an awarding body without change then it is not possible to request a review of this component.

Access to Scripts (ATS)

After the release of results, candidates may request the return of one or more of their exam papers and they will be charged for this service.

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

GCE and GCSE review of marking cannot be applied for once an original script has been returned.

For more information on results and post results services please refer to the school website (*www.woodbridgehigh.co.uk* >> *Examinations* >> *Re-sit and Post Results Services Forms*).

Certificates

Certificates are collected and signed for.

Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so. Candidates should provide a letter to this effect or email the Exams Officer on contactexams@woodbridgehigh.co.uk the name of the person they authorise to collect them on their behalf.

The centre retains certificates for a minimum of one year after the date of issue. After this time centres are allowed by the awarding bodies to destroy any uncollected certificates.

If a certificate has been destroyed then a certifying statement of results may be issued by an awarding body if a candidate agrees to pay the costs incurred. The Centre cannot apply on behalf of a candidate for this service.

Policy Reviewers: Mr T. Bhullar (Associate Headteacher) and Mrs J. Smith (Data and Examinations Assistant)

Approval: Approved by C&S Committee 05 November 2026

Date of Next Approval: Autumn 2027