



SupaJam Education in Music and Media Exams Policy

2023/2024

Reviewed annually by Senior Leadership Team (SLT)
Updated by Natalie Rose Woods - 31st July 2023.
Adopted by SLT on: September 5th 2022
Due for review: September 5th 2024
Signed: Director Of Education

This policy is reviewed annually to ensure compliance with current regulations

Abbreviations used in this information

JCQ publications:

- | | |
|---|---|
| <ul style="list-style-type: none">● AA Access Arrangements and Reasonable Adjustments● GR General Regulations for Approved Centres● ICE Instructions for Conducting Examinations● NEA Instructions for conducting non-examination assessment | <ul style="list-style-type: none">● PRS Post-Results Services● SM Suspected Malpractice – Policies and Procedures● ALS Additional Learning Support● EHCP: Education and Health Care Plan● SEN: Statement of Special Educational Needs |
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KEY STAFF INVOLVED IN EXAMS POLICY

Head of Centre (HoC)	Becca Bates
Deputy Head of Centre (DHoC)	Richard Dwyer
Exams Officer (EO) and Maths and English Manager (MEM)	Natalie-Rose Woods
SENCO and L7 Assessor	Keir Williams
SENCO	Charlotte Francis-Finch
SEND Director	Richard Dwyer
IQA	Kass Court
Exams Officer Support	Angela Zinzan
Chief Executive Officer	Nick Stillwell
Base Leader (Swanley)	Sammi Hastie (Swanley) Lindsay Greening (Canterbury)
IT Support	Peter Davey - Acuit Ltd

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Safeguarding Statement

SupaJam is a post-16 specialist provider, specialising in Music, Maths, English and Life Skills. All staff, volunteers and partners are committed to safeguarding the welfare of every person within SupaJam. Our mission is to help young people to engage and achieve within a safe and inclusive environment.

PURPOSE OF THE POLICY

This centre is committed to ensuring that the exams management and administration process is run effectively, efficiently and in compliance with the published JCQ regulations along with the awarding body requirements.

This exam policy will ensure that:

- All aspects of the centre's exam process are documented, and other relevant exams-related policies, procedures and plans are included.
- SupaJam staff are well informed and supported.
- All SupaJam staff involved in the exams process clearly understand their roles and responsibilities.
- All exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions in order to maintain the integrity and security of the exam/assessment system at all times.
- Exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ exam requirements.

This policy will be communicated to all relevant centre staff.

ROLES AND RESPONSIBILITIES OVERVIEW

The Head of Centre	Exams Officer
The individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments.	The person appointed by the Head of Centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.
The head of centre may not appoint themselves as the Exams Officer. A head of centre and an Exams Officer are two distinct and separate roles (GR 2)	
Head of Centre Responsibilities	Exams Officer Responsibilities

The Head of Centre is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations and assessments. **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this policy.** Failure to do so may constitute malpractice as defined in the JCQ publication Suspected Malpractice: Policies and Procedures, 1 September 2022 to 31 August 2023:

www.jcq.org.uk/exams-office/malpractice (ICE Introduction)

- Keeps up to date with, refers to and directs relevant centre staff to annually updated JCQ publications including:
- Access Arrangements and Reasonable Adjustments (AA)
- Suspected Malpractice—Policies and Procedures (SM)
- Instructions for conducting non-examination assessments (NEA) (and the instructions for conducting coursework)
- A guide to the special consideration process (SC)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments.

The Exams Officer will understand the contents of annually updated JCQ publications, including:

- General Instructions for approved centres
- Instructions for conducting examinations
- Suspected Malpractice—Policies and Procedures
- Post-results services (PRS)
- A guide to the special consideration process

The Exams Officer:

- Will complete/submit the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <http://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content provided to invigilators for the required period
- Works with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room.
- Supports the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in

	<p>maintaining records within the Examinations Drive that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series.</p> <ul style="list-style-type: none"> • Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidentiality of the exam materials.
<p>National Centre Number Register</p>	
<ul style="list-style-type: none"> • The Head of Centre takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update • Will not delegate this responsibility to a member of the senior leadership team or the Exams Officer, and acknowledges that failure to respond to the NCNR annual update, and/or the Head of Centre's declaration, will result in: <ul style="list-style-type: none"> o The centre status being suspended o The centre not being able to submit examination entries o The centre not receiving or being able to access question papers o And ultimately, awarding bodies could withdraw their approval of the centre. 	

<p>Recruitment, selection and training of staff</p>	
<ul style="list-style-type: none"> ● The Head of Centre retains a workforce of an appropriate size and competence, including sufficient managerial staff, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications ● Provides fully qualified teachers to mark non-exam assessments, and/or fully qualified assessors for the verification of centre-assessed components ● Enables the relevant senior leader(s), the Exams Officer (EO) and the acting SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensures compliance with the published JCQ regulations ● Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities. 	
<p>Internal governance arrangements</p>	
<ul style="list-style-type: none"> ● The Head of Centre has in place a written escalation process should the Head of Centre, or a member of the senior leadership team with oversight of examination administration, be absent. 	

Escalation Process	
<ul style="list-style-type: none"> ● Has in place a member of the senior leadership team who will provide support and guidance to the Exams Officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series ● Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO ● Ensures that a tutor who teaches the subject being examined, is not an invigilator during the examination ● If the EO is absent, the Head of Centre will cover this role in Swanley and oversee other centres when the EO is not present. In regards to NCFE purposes: If EO is not present the EOS will take on the EO responsibilities in Canterbury. 	
Delivery of qualifications	

<ul style="list-style-type: none"> ● The Head of 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 candidates with additional needs and access requirements ● Enables candidates to receive sufficient and up to date training where required for the subject concerned ● Where/if using a third party to deliver any part of a qualification at the centre <ul style="list-style-type: none"> ○ Maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements ○ Has in place a written agreement with the third party ensuring that a copy of the written agreement is available for inspection if requested by the awarding body. 	
Public Liability	
<ul style="list-style-type: none"> ● The Head of Centre complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims. Public Liability insurance is displayed in the reception area of each SupaJam base. 	
Security of assessment materials	

- The Head of Centre takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - 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
 - The secure room only contains exam-related material
 - There are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
 - Access to the secure room and secure storage facility is restricted to the authorised two to six key holders and staff named and approved by the Head of Centre are accompanied by a keyholder at all times
 - Appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of staff
 - The relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - When it is permitted to remove question papers from secure storage, and to avoid potential breaches of security, arrangements are in place to check and record that the correct question paper packets are opened.

- Liaises with EO to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication: *Instructions for conducting examinations*
- Liaises with EO to receive and issue material received from the awarding bodies to staff and candidates and notify them of any advice and instructions relevant to the examinations and assessments
- Allows candidates to access relevant pre-release on, or as soon as possible after, the date specified by the awarding bodies
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff, takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with JCQ publication *Suspected Malpractice—Policies and Procedures*
- 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 allow the senior leadership team to act immediately in the event of an emergency or staff absence).

HANDLING ELECTRONIC MATERIALS

- The Head of Centre appoints the members of the team who can handle electronic materials.
- If/when secure electronic materials are issued by an awarding body the Head of Centre makes sure these are only handled by members of staff authorised to do so.
 - Authorised Members of staff:
Exams Officer + Second Pair Of Eyes Check
Either Sharon Hart Or Delphine Toyloy
DHoC + Exams Officer

SCANNING ASSESSMENT PAPERS SECURELY (NCFE EQA Scanning Assessments)

Exams Officer Responsibilities

- Documents are scanned by the Exams Officer and sent ONLY to the Exams Officer.
- Documents are put into one file into the Drive in the Examination folder (Only seen by Exams Officer, IQA and HoC)
- Files are uploaded to a secure drive provided by the awarding body themselves. This link is password protected and ONLY the Exams Officer can access this.
- It understood that by scanning secure material, the Exams Officer is accepting personal responsibility for maintaining the security of the material.

EXAM CONTINGENCY PLAN

Possible risks that could cause major/minor disruption to an exam and their contingency plans:

1. Absence of key staff, such as the Exam Officer, Head of Centre or Exam Invigilators:

As above, key staff will be covered by an appropriate member of the Senior Leadership Team.

Additional staff will be trained as Exam Invigilators to ensure cover is available for staff absence.

The Exams Officer becomes ill or is absent for an extended period of the exams cycle at key periods.

When to implement a contingency plan?

There are five key moments when the college should react with urgency if the Exams Officer is away from the college:

1. The Planning Stage of Exams: i.e. understanding what exams are being completed during that cycle, or booking invigilators.

2. The Entry Stage: i.e. completing entries by key dates in the cycle.

3. The Pre-Exams Stage: i.e. issuing timetables, booking rooms or scheduling.

4. The Exam Stage: i.e. day to day running of public exams.

5. The Post-Exams Stage: i.e. downloading results and handling remarks.

What actions should be taken to mitigate disruption?

If Exams Officer is absent

HOC/DHOC to take on the role of the Exams Officer Swanley. Exams Officers Support- Angela Zinzan to cover Canterbury.

Other support Exams Officer absence

Contact should be made with other centres to provide support for the Exams Officer in Swanley where needed such as Orchards Academy.

Sharone Buchanan - sharone.buchanan@orchards-tkat.org
Andy Lazenby - andy.lazenby@orchards-tkat.org

If HoC is absent

If the HOC is absent from the examination period the DHoC will cover this role.

If L7 SENCO is absent on the day of examination

If L7 SENCO is absent on the day of examination then Charlotte Francis-Finch SENCO will cover this role.

2. COVID-19 or any other reason for SupaJam to go into extended periods of lockdown where students do not have access to exams:

As directed by the government.

3. The building in which learning takes place is not accessible for any reason, either for a short or extended period of time.

In extreme emergencies, exams will be held in an alternate base such as the Canterbury or Brighton base, and students will be transported there appropriately. All exam procedures will be maintained.

4. Failure of IT systems:

Not applicable for exams unless a student is completing an exam on a laptop. SupaJam has several exam laptops available for use. See also Cyber Attack mitigation.

5. Emergency evacuation of the building:

Students will be asked to evacuate the building in silence, ensuring they are able to return to their exam as soon as possible. If this is not possible, an alternate venue will be found for the students to be able to continue their exam; either next door at Orchards Academy, or over the road in the Town Council.

6. Extreme weather conditions:

Every effort will be made to ensure students are able to attend the base during exam periods which are only likely to be affected by hot weather. In these instances, fans and water will be provided for the students so that they are able to continue.

LOCKDOWN POLICY (EXAMS)

In the event of a lockdown, the SupaJam Lockdown Policy shall be followed. No drills will be planned for the days on which exams are being held, and only a risk towards student and staff safety would disrupt an exam.

During the lockdown, staff and students will remain in silence so that the exam can resume as soon as possible.

CYBER ATTACK

Where it is identified that a cyber-attack may compromise any aspect of the delivery of examinations.

What actions should be taken to mitigate disruption?

Exams Officer will alert HoC and IT team, and will make contact with the relevant Awarding Body to seek further guidance.
HoC will monitor the situation and take any action required as directed by the Awarding Bodies.

If the college system is significantly compromised for an exam that requires ICT for completion, the college may need to transport students to an alternative venue and follow our contingency plan.

The college may need to hire support from an outside agency to check the systems are 'clean' for exams to resume and we are safer from future attacks.

- Where candidates produce work electronically, ensuring their work is backed-up regularly and stored securely on the centre's IT system / Ensuring protection of the candidates' work from corruption and considering the risks and implications of any cyber-attack
- Following and regularly reviewing National Cyber Security Centre advice for support in cyber security preparedness and mitigation work / Using the NCSC's free Web Check and Mail Check services to help protect from cyber-attacks.

Who is responsible? CEO, HOC and IT Technician.

INTERNAL APPEALS PROCEDURE

Head of Centre

- The Head of Centre ensures required internal appeals procedures are in place and, via the EO, drawn to the attention of candidates and (where relevant) their parents/carers.

Complaints:

Should a student feel that they have not been treated fairly within the assessment process, they should in the first instance speak to the Exams Officer. If they do not feel that this has resolved the issue, or they are not comfortable speaking with the Exams Officer, complaints can be emailed to the Head of Centre at rebecca.bates@supajam-education.org or the Deputy Head of Centre at richard.dwyer@supajam-education.org.

The process:

- 1) The Head of Centre will arrange a time to discuss the issue.
- 2) They will review the issue carefully, and may need to talk to any others involved in the issue.
- 3) When they have completed their review of the issue, they will arrange a further meeting with the student to discuss the outcome. This may involve action in support of the complaint, or it may involve the Head of Centre detailing to the student why the action that they are unhappy with was in fact appropriate. They will follow this decision in writing.
- 4) If the student would like to appeal this decision, they must then email the CEO (Chief Executive Officer) at nick.stillwell@supajam-education.org.
- 5) The CEO will follow the same process and may come to the same conclusion or a different conclusion, depending on their findings.
- 6) If the student is still unhappy with the outcome, they should contact the Awarding Body directly to follow the Awarding Body's complaints process. Students are provided with this information at the beginning of the exam cycle by the EO.

Appeals:

Within SupaJam, we practise a robust quality assurance process that ensures a standardised and consistent approach when awarding grades for student work. However, there may occasionally be a time when a student does not feel that their work warrants the grade that they have been given, and they wish to appeal.

The process:

- 1) The student should email the Exams Officer outlining that they wish to appeal their exam results.
- 2) The Exam Officer will send their work to the Head of Centre and IQA who will review the student work, teachers comments and feedback.
- 3) The Head of Centre will contact the Exams Officer to let them know if they and the IQA agree or disagree with their decision, advising on the exam result.

- 4) The Exam Officer will communicate with the student to let them know if their mark has changed or has stayed the same.
 5) If the student is still unhappy with the outcome, the Exams Officer will consult with the awarding body.

EQUALITY AND DIVERSITY POLICY

Head of Centre

The Head of Centre ensures the centre's Equality and Diversity Policy is in place, demonstrating the centre's compliance with relevant legislation. Details of the processes followed in respect of identifying the need for, requesting and implementing access arrangements can then be found in the Access Arrangements Policy.

The Equality and Diversity Policy can be found on the SupaJam Education in Music and Media website:
<https://www.semmuk.com/>

COMPLAINTS AND APPEALS PROCEDURE

Head of Centre

The Head of Centre ensures a Complaints and Appeals Procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place and is drawn to the attention of candidates and their parents/carers by the EO.

The General Complaints and Appeals policy is available on the SupaJam Education in Music and Media website: <https://www.semmuk.com/>

SAFEGUARDING/CHILD PROTECTION POLICY

Head of Centre

The Head of Centre ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements.

The Safeguarding Policy is available on the SupaJam Education in Music and Media website: <https://www.semmuk.com/>

DATA PROTECTION POLICY (GDPR)

Head of Centre

The Head of Centre ensures the centre has a Data Protection Policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations.

The Data Protection Policy is available on the SupaJam Education in Music and Media website: <https://www.semmuk.com/>

ACCESS ARRANGEMENTS POLICY

Head of Centre	
The Head of Centre ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments.	
The access Arrangements Policy is available on the SupaJam Education in Music and Media website: https://www.semmuk.com/	
Conflicts of Interest	
Head of Centre	

- The Head of Centre ensures the relevant awarding bodies are informed before the published deadline for entries for each examination series of any potential conflict of interest where
 - A member of the centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - A candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a close relationship to the candidate.
- Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
 - A member of exams office staff has a close relationship to a candidate being entered for exams and assessments at the centre or at another centre
 - A member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - A member of centre staff is taking a qualification at another centre

CONFLICTS OF INTEREST POLICY

Head of Centre	
<ul style="list-style-type: none"> ● The Head of Centre 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 and confidentiality of the exam materials ● Staff are reminded, via email or hard copy, of their obligation to declare if they, or any members of their family, are taking exams or assessments. All staff sign to confirm that they have no conflict of interest. (GR 5.3) ● Ensures members of centre staff do not forward emails and letters from the awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications ● Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel. 	
Centre Inspections	
Head of Centre	

- The Head of Centre co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility.
- Should the Head of Centre not be available, the Exams Officer will coordinate a Centre Inspection.

Reception Staff

SENCo

Exams Officer + Maths and English Manager.

- o 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.

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - o Access Arrangements and Reasonable Adjustments
 - o Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
 - o 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
 - o Meets the required level of competence and training and will have presented relevant evidence (GR 5.4; AA 7.3)
 - o Will present, when requested by a JCQ Centre Inspector, evidence of the assessor's qualifications and/or experience.

- Ensure Teaching Staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines.
 - Ensure Teaching Staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
 - Ensure Teaching Staff attend relevant awarding body training and update events
 - Are familiar with the contents, refer to and direct relevant centre staff to annually update JCQ publications including:
 - o General regulations for approved centres
 - o Instructions for conducting examinations
 - o Access Arrangements and Reasonable Adjustments
 - o Suspected Malpractice—Policies and Procedures
 - o Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
- A guide to the special consideration process

Teaching Staff	Invigilators	Base Leaders
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Attend/undertake training, updates, 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 	<ul style="list-style-type: none"> • Support the EO in relevant matters relating to exam rooms and resources • Support the EO to ensure the whole team completes mandatory invigilation training.
Candidates		
Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers.		

THE EXAM CYCLE

The exams management and administration process that needs to be undertaken for each exam series is often referred to as the exam cycle and relevant tasks required within this are grouped into the following stages:

- Planning
- Entries
- Pre-exams
- Exam time
- Results and post-results

This policy identifies roles and responsibilities of centre staff within this cycle:

PLANNING: ROLES AND RESPONSIBILITIES	
Information Sharing	
Head of Centre	Exams Officer
<ul style="list-style-type: none"> ● Directs relevant centre staff to annually updated JCQ publications including General Regulations (GR), Instructions for Conducting Examinations (ICE), Access Arrangements (AA), Malpractice (SM) and Non Examination Assessments and the instructions for conducting coursework (NEA), and Special Considerations (SC). ● Ensures Teaching Staff respond to information gathering requests ● Meets the internal deadline for the return of information ● Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred 	<ul style="list-style-type: none"> ● Signposts relevant centre staff to JCQ publications and awarding body documentation relating to exams process that has been updated ● Signposts relevant centre staff to JCQ information that should be provided to candidates ● As a centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites ● Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct ● Collates all information gathered into one central point of reference ● Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications ● Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines ● Collects information on internal exams to enable preparation for and conduct of these internal exams ● Notes internal deadlines in the annual exams plan and directs Teaching Staff to meet them.
Access Arrangements	
Head of Centre	SENCo

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication, *Access Arrangements and Reasonable Adjustments*
- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the Head of Centre) to identify access arrangements/reasonable adjustments requirements
- Gathers evidence to support the need for access arrangements or adjustments
- Liaises with Teaching Staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre delegated
- Gathers signed Personal data consent, Privacy Notice (AAO), and Data Protection confirmation forms (candidate personal data consent form) from candidates where required
- Applies for approval through 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
- 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
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s), keeping a record of the content of training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments.

WORD PROCESSOR POLICY (EXAMS)

The Word Processor Policy is available on the SupaJam Education in Music and Media website: www.semmuk.com

SENCo

Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in the main exam rooms.

SEPARATE INVIGILATION POLICY

The policy for Separate Invigilation has been included in the Access Arrangements Policy, which is available on the SupaJam Education in Music and Media website: www.semmuk.com

Head of Centre

- Via the EO, supports the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- Provides a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.

INTERNAL ASSESSMENTS AND ENDORSEMENTS

Head of Centre

- Ensures arrangements are in place to coordinate and standardise all marking of centre-assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments and/or fully qualified assessors for the verification of centre-assessed components
- Ensures an internal appeals procedure relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking
- Ensures a non-examination assessment policy is in place for GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy).

NON-EXAMINATION ASSESSMENT POLICY

The Non-Examination Assessment Policy is available on the SupaJam Education in Music and Media website:
www.semmuk.com

Head of Centre

- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement.
- Ensures Teaching Staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including, where relevant, private candidates)
- Ensures appropriate internal moderation, standardisation and verification processes are in place
- Ensures Teaching Staff delivering RSL and NCFE Certificates in maths and English follow JCQ Instructions for Conducting Coursework and the specifications provided by the awarding body

Exams Officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- Signposts Teaching Staff to relevant JCQ *Information for candidates* documents that are annually updated

- Ensures Teaching Staff delivering GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for conducting non-examination assessments and the specification provided by the awarding body
- For other qualifications, ensures Teaching Staff follow appropriate instructions issued by the awarding body
- Ensures Teaching Staff inform candidates 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.

INVIGILATION

Head of Centre

Exams Officer

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators.
- Ensures, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible.

- Recruits additional invigilators where required to effectively cover all exam periods/series throughout the academic year
- Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them
- Provides training for new invigilators on the instructions for conducting exams and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and are made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Collects evaluation of training to inform future events.

ENTRIES: ROLES AND RESPONSIBILITIES

Estimated Entries

Exams Officer

- Requests estimated or early entry information, where this may be required by awarding bodies, from relevant staff in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure	
	Exams Officer
	<ul style="list-style-type: none"> • The Exams Officer obtains candidate entry details at the end of September into early October • The EO makes candidates aware of the JCQ Information for Candidates—Privacy Notice at the start of a course leading to a vocational qualification.
Final Entries	
	Exams Officer
	<ul style="list-style-type: none"> • Obtains final entry information in a timely manner to ensure awarding body external deadlines for submission can be met • Is aware of subsequent deadlines for making changes to final entry information without charge • Confirms with Head of Centre final entry information that has been submitted to awarding bodies • Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies • Observes each awarding body’s terms and conditions for the entry and withdrawal of candidates for their examinations and assessments and observes any regulatory requirements for the qualification.
Final entries collection and submission procedure	

	Exams Officer
	<ul style="list-style-type: none"> • The Exams Officer confirms which exams the candidates are being entered for and at what levels at the end of November.
Entry Fees	
Exam fees are paid through SupaJam Education in Music and Media. Invoices are raised by the awarding body to the finance team for any examinations undertaken, and these are paid within 30 days.	
Late Entries	
	Exams Officer
	<ul style="list-style-type: none"> o Has clear entry procedures in place to minimise the risk of late entries o Charges any late or other penalty fees to the department budget by making the CEOs/Accountant aware.
Re-sit Entries	
Re-sit entries would be decided by the students' teacher, Head of Centre, the candidate and their parents/guardian. Exam fees are paid for by SupaJam Education in Music and Media.	
Private Candidates	

Private candidates may request SupaJam to support them to be able to sit examinations when they are not enrolled with SupaJam. It will be at SupaJam's discretion whether private candidates are accepted. Requests to sit examinations through SupaJam can be made to the Head of Centre at rebecca.bates@supajam-education.org.

Candidate Statements of Entry

Exams Officer	Teaching Staff
<ul style="list-style-type: none"> Provides candidates with statements of entry to check for accuracy. 	<ul style="list-style-type: none"> Ensures candidates check statements of entry and return any relevant confirmation required to the EO.

PRE-EXAMS: ROLES AND RESPONSIBILITIES
Access arrangements and reasonable adjustments

	SENCo
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	<ul style="list-style-type: none"> • Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam) • Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for them • Ensures exam information (JCQ information for candidates documents, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it • Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement) • Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor.
Briefing Candidates	
	Exams Officer

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency arrangements that awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams, arranges any relevant travel to support learners to get into the college on time.
- Prior to exams, issues relevant JCQ information for candidates documents. Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
 - exam timetable clashes
 - arriving late for an exam
 - absence or illness during exams
 - what equipment is/is not provided by the centre
 - food and drink in exam rooms
 - unauthorised items in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued.

REVIEWS OF RESULTS AND APPEALS POLICY

The Reviews of Results and Appeals Policy is available on the SupaJam Education in Music and Media website:
www.semmuk.com

Dispatch of Exam Scripts

Exams Officer

	<ul style="list-style-type: none"> Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service. <p>Welcome to our education pages for the Department for Education Parcelforce Worldwide</p>
Estimated Grades	
	Exams Officer
	<ul style="list-style-type: none"> Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body) Keeps a record to track what has been sent.
Internal Assessments and Endorsements	
Head of Centre	Exams Officer

<ul style="list-style-type: none"> • Ensures Teaching Staff assess and authenticate candidates' work to the awarding body requirements • Ensures Teaching Staff assess endorsed components according to awarding body requirements • Ensures Teaching Staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline • Ensures Teaching Staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline. 	<ul style="list-style-type: none"> • Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline • Keeps a record to track what has been sent • Logs moderated samples returned to the centre • Ensures Teaching Staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work.
	Teaching Staff
	<ul style="list-style-type: none"> • Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements • Assess and authenticate candidates' work • Assess endorsed components • Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies.
INVIGILATION	
Exams Officer	SENCo

- Provides an annually reviewed/updated Instructions for Conducting Examinations (ICE) handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators on any regulation changes and any changes to centre specific processes
- Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
23 Exams Policy 2021-22
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates.

- Liaises with the EO regarding facilitation and invigilation of access arrangement candidates.
- Will be present on the day of exams to ensure AA's are put into place and invigilators are comfortable with AA's in place and know how to facilitate.

JCQ INSPECTION VISIT	
Head of Centre	Exams Officer
<ul style="list-style-type: none"> • Will be present to support EO in any JCQ or NCFE inspection. 	<ul style="list-style-type: none"> • Will accompany the Inspector throughout a visit.
SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS	
	Exams Officer
	<ul style="list-style-type: none"> • Ensures a procedure is in place to verify candidate identity including private candidates.
CANDIDATE IDENTIFICATION PROCEDURE	
	Exams Officer
	<ul style="list-style-type: none"> • 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).
SECURITY OF EXAM MATERIALS	

Exams Officer

Reception Staff

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the Head of Centre
 - Ensures access to the secure room is restricted and staff named and approved by the Head of Centre are accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
 - Ensures only persons authorised by the Head of Centre and the Exams Officer are allowed access to the centre's secure storage facility as one of the two to six key holders
 - Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials
 - Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before
- Follow the process to log confidential materials delivered to/received by the centre to the point where materials are issued to authorised staff for transferral to the secure storage facility.

being returned to the secure storage facility in timetable order

- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)
- Ensures the file is stored only for the purposes of printing and then deleted immediately, then deleted from the deleted items folder
- It is understood that any unnecessary hard copies of the file must not be created, and any unneeded hard copies once printing has been completed must be securely destroyed

- Once printed, question papers are sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope

TIMETABLING AND ROOM SCHEDULING

Exams Officer

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- Liaises with the Base Leader to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates.

OVERNIGHT SUPERVISION ARRANGEMENTS POLICY

Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted

Candidates may, at the discretion of SupaJam, be allowed to take an examination the following morning, including Saturdays. Candidates will not be allowed to take examinations on an earlier day than that scheduled on the timetable.

When all other options have been explored and the decision has been taken by the Head of Centre in conjunction with the the Exams Officer that overnight supervision arrangements are the only viable option, the following procedure shall be followed:

- Two members of staff will be appointed; they will ensure between them that the candidate is observed at all times
- The candidate will be under centre supervision, from 30 minutes after the awarding body's published starting time for the delayed examination, until the delayed examination has been completed
- The candidate's parents/guardian may accompany the candidate as well if deemed appropriate, given the needs of the student
- The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), email, Internet and social media. It also extends to television and radio, which could report key details of the day's examination. (ICE 8)
- The Head of Centre must be satisfied with any arrangements for overnight supervision of a candidate where necessary and accepts full responsibility for the security of the examination throughout.

The JCQ form *Timetable Variation and Confidentiality Declaration for Overnight Supervision* (Appendix A) must be completed before the overnight supervision is to commence.

Head of Centre

SENCo

- Must ensure that:
 - a. All parties involved will be informed that any infringement of the conditions governing overnight supervision arrangements may lead to the awarding body being unable to accept the script and/or the application of sanctions/penalties as detailed in the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures*; <http://www.jcq.org.uk/exams-office/malpractice>
 - b. They are satisfied that the arrangements maintain the integrity and security of the examination;
 - c. All completed forms will be kept available in the centre for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Forms may be stored electronically or in hard copy paper format and must not be sent to an awarding body, unless specifically requested;
 - d. The relevant awarding body is informed immediately of any known or suspected contravention of the arrangements for overnight supervision of a candidate

- Liaises with the EO regarding rooming of access arrangement students
- Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams.

The Head of Centre must be satisfied with any arrangement for overnight supervision of a candidate where necessary and accepts full responsibility for the security of the examinations throughout.
Any examination that has been deferred must be taken the following morning, including a Saturday.
If a candidate is allowed to take an examination on a later day than other candidates at the centre, all copies of the question paper used on the earlier day will be sealed in an envelope and returned to the centre's secure storage facility until all candidates at the centre have taken that examination.

Alternative Site Arrangements

Exams Officer

<ul style="list-style-type: none"> • Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met • Will inform the JCQ Centre Inspection Service to timescale by submitting a <i>JCQ Alternative site arrangement</i> notification using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) or any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations. 	
Centre Consortium Arrangements	
Exams Officer	
<ul style="list-style-type: none"> • (Where/if applicable to the centre) Processes applications for <i>Centre Consortium arrangements</i> using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP). 	

Reviewed by (Head of Centre): Becca Bates, Director of Education, Innovation and Operations
Date: 16/11/23