

**Pinewood School Academy Trust
Examinations Policy**

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Why should you read this policy?

Intended Audience: Staff, Pupils, Parents, Carers, Governors, Community (delete as appropriate)

Key aims of this policy:

- To ensure the planning and management of exams is conducted efficiently and in the best interests of candidates.
- To ensure the operation of an efficient exams system with clear guidelines for all relevant staff.



EXAM POLICY

PINEWOOD SCHOOL EXAMS POLICY

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The policy is next due for review in February 2025

Caveat: Potential in year review due to staff re-structure

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The purpose of this exams policy is:

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

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

The exams policy will be reviewed annually.

The leadership group and exams officer will review the exams policy.

Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

Exam responsibilities

The Head of Centre:

- Has overall responsibility for the school/college as an exams Centre and advises on appeals and re-marks;
- Must ensure compliance with the published JCQ regulations and awarding body requirements in order to deliver the qualifications;
- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials;
- 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;
- enables the relevant senior leader(s), the examinations officer and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations;
- It is the responsibility of the head of centre to manage Conflicts of Interest;
- Is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*.

Exams Officer¹:

- Manages the administration of external exams
- Advises the senior leadership team, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by the various awarding bodies.
- Oversees the production and distribution to all Centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them.
- Checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ or relevant awarding body guidelines.
- Provides and confirms detailed data on estimated entries.
- Maintains systems and processes to support the timely entry of candidates for their exams.

¹ This is the individual to whom the Head of Centre has delegated responsibility for the administration of exams in their Centre.

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- Receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- Administers access arrangements online and makes applications for special consideration following the regulations in the JCQ publications for Access arrangements, reasonable adjustments and special consideration.
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditures relating to all exam costs/charges.
- Organises the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Tracks, dispatches, and stores returned coursework / controlled assessments.
- Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any post results service requests.

Department Leads (DLs) are responsible for:

- Guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- Accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- Decisions on post-results procedures.

Teachers are responsible for:

- Supplying information on entries, coursework and controlled assessments as required by the DL and/or exams officer.
- Completing the Access Arrangement information form for each candidate as well as supplying supporting evidence where required.

The SENCO is responsible for:

- Identification and testing of candidates' requirements for access arrangements and notifying the exams officer in good time so that they are able to process any necessary applications in order to gain approval (if required).
- Working with the exams officer to provide the access arrangements required by candidates in exams rooms.

Lead Invigilator/Invigilators are responsible for:

- Assisting the exams officer in the efficient running of exams according to JCQ regulations.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

Candidates are responsible for:

- Confirmation and signing of entries.
- Understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own.
- Ensuring the conduct themselves in all exams/coursework according to the JCQ or relevant awarding bodies regulations.

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Qualifications offered

We aim to provide a variety of qualifications which provide all students with the opportunity to achieve their full potential by the most appropriate and direct route.

The Head of Centre and Deputy Head alongside the wider Senior Leadership Team (SLT) and Department Leads (DLs) decide the qualifications offered at this Centre.

The types of qualifications currently offered are Entry Level Certificates, Entry Level Pathways and ASDAN. These are all non-examination assessments.

If there is to be a change of specification for the next year, the exams office must be informed three weeks before the end of the Summer term.

Informing the exams officer of changes to a specification is the responsibility of the Department Leads.

The Department Leads will take decisions on whether a candidate should be entered for a particular subject.

Candidates will only be withdrawn from examinations under exceptional circumstances (for example, long-term absence).

Exam series

External exams and assessments are scheduled in March, May and June.

The Centre does not offer assessments on an on-demand basis.

Exam timetables

Once confirmed, the exams officer will circulate the exam timetables for external exams.

Entries, entry details and late entries

The Department Leads, subject teachers and SLT select candidates for their exam entries.

Candidates or parents/carers can request a subject entry, change of level or withdrawal but this must be supported by the Department Leads. If a decision cannot be agreed, the Deputy headteacher will be consulted.

The Centre does accept entries from candidates from other Centres.

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

Entry deadlines are circulated to Department Leads via email and internal post.

Department Leads will provide estimated entry information to the exams officer to meet JCQ and awarding body deadlines.

Late entries are authorised by Deputy Head, Assistant Head teachers and Department Leads.

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Exam fees

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

The exams officer will publish the deadline for action well in advance for each exam series.

The Centre pays for entry fees for any external exams.

The Centre pays late entry or amendment fees.

Fee reimbursements are not sought from candidates who decide to sit an exam after the late entry/withdrawal deadline/fail to sit an exam/do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.

Equality Legislation

All exam Centre staff must ensure that they meet the requirements of any equality legislation.

The Centre will comply with the legislation, including making reasonable adjustments to the service that they provide candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the senior leadership group.

Conflict of Interest

The Joint council for Qualifications (JCQ) issued guidance to clarify the expectations of how schools and colleges need to manage potential conflicts of interest.

In line with the Charity Commission definition: “a conflict of interest is any situation in which an individual’s personal interests or loyalties could, or could be seen to, prevent them from making a decision only in the best interests of the charity.”

It is the responsibility of all individuals:

- To ensure that their individual private, personal interests or other interests do not influence decisions made on behalf of the Academy and that they do not use their position to obtain personal gain of any sort.
- Equally they must avoid creating any perception of a conflict of interest e.g. certain political activities or business interests might give rise to a perception of conflict of interests that could be anticipated.
- It is each individual’s responsibility to declare actual and/or the potential for perceived conflicts of interest, and to strive to ensure that they do not influence judgement or practice.

It is the responsibility of the Head of centre to manage Conflicts of Interest by informing the awarding bodies, before the published deadline for entries, of:

- any members of centre staff who are taking qualifications at their own centre which include 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; and maintains clear records 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 the centre itself or other centres;

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- centre staff are taking qualifications at their centre which do not include internally assessed components/units;
- centre staff are taking qualifications at other centres.

The Head of centre must ensure that the records include 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.

Access arrangements

Pinewood School Academy Trust is a maintained specialist school for pupils aged between 11 and 16, all of whom have a special educational need (SEN) and a valid Educational Health and Care Plan (EHCP).

Access Arrangements are pre-examination adjustments for candidates based on evidence of need and normal way of working. Access Arrangements fall into two distinct categories: some arrangements are delegated to centres; others require prior JCQ awarding body approval. Access Arrangements allow candidates/learners with special educational needs, disabilities or temporary injuries to access the assessment without changing the demands of the assessment. For example, readers, scribes and Braille question papers. In this way Awarding Bodies will comply with the duty of the Equality Act 2010 to make 'reasonable adjustments'.

The Equality Act 2010 requires an Awarding Body to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment. A reasonable adjustment for a particular person may be unique to that individual and may not be included in the list of available Access Arrangements. How reasonable the adjustment is will depend on a number of factors including the needs of the disabled candidate/learner.

Access arrangements are the responsibility of the SENCO, directed by the Head of Centre. The SENCO will work closely with subject teachers of candidates with SEN and ensure that any special arrangements that individual candidates will need during the course and in any assessments/exams are put into place, following the procedures relating to the relevant awarding body. The SENCO will ensure that there is appropriate evidence for a candidate's access arrangement and will share this information with the Exam Officer by the awarding bodies deadline.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Exams Officer.

The SENCO along with the exams officer will arrange rooming for access arrangement candidates.

Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised by the SENCO with the Exams Officer.

Access to Fair Assessment

As a centre, we aim to ensure a fair access to assessments for all candidates. We aim to ensure that:

- All assessment work is carried out fairly and in-keeping with the awarding body's requirements.
- All portfolio-based work will be fairly assessed against the qualification standards and the teachers involved will be fully trained.

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- Internal assessments will be carried out fairly and according to the requirements of the awarding body.

A fair assessment of students' work can only be made if that work is entirely the student's own.

Therefore students can expect an awarding body to be informed if:

- They are found guilty of copying, giving or sharing information or answers, unless part of a joint project
- They use an unauthorised aid during a test or examination
- They copy another student's answers during a test or examination
- They talk during a test or examination.

All allegations of cheating and plagiarism will lead to a full investigation which will follow the guidance of the relevant awarding body.

If a student feels they have been wrongly accused of cheating or plagiarism, they should be referred to the Complaints/Appeals Policy.

Internal Assessment and Endorsement

Head of centre

Controlled assessments, coursework and non-examination assessments

- Ensures arrangements are in place to co-ordinate 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 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 (see Roles and responsibilities overview)
- Ensures a **non-examination assessment policy** is in place for all centre approved qualifications including ASDAN.

Non-examination Assessment Policy

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

Senior leaders

- Ensure 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)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications and WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering ASDAN qualifications and courses follow the ASDAN guidelines and requirements
- Ensure 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

Teaching staff

- Ensure appropriate instructions for conducting internal assessment are followed

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- 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 – if required by the relevant examination board.
- 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

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

Contingency planning

Contingency planning for exams administration is the responsibility of the leadership group with the Exams Officer and other staff with a vested interest. **See Contingency Plan**

Estimated grades

Department Leads are responsible for submitting estimated grades to the exams officer when requested.

Managing invigilators

Support staff, teachers, volunteers and others employed by the Centre are used to invigilate examinations.

These invigilators will be used for internal exams and external exams. Invigilators are timetabled and briefed by the Centre administration.

Malpractice

Malpractice is deemed to be those actions and practices which threaten the integrity of public examinations and/or assessments, and/or damage the authority of those responsible for conducting them. The centre takes any instance of malpractice very seriously and understands that both staff and candidate malpractice can occur.

Examples of centre staff malpractice include:

- Failing to keep examination papers secure prior to the examination.
- Assisting candidates in the production of coursework, beyond that permitted by the regulations.
- Failing to keep student files secure.

Examples of candidate malpractice:

- Misuse of examination material.
- Behaving in such a way as to undermine the integrity of the examination.
- Disruptive behaviour in the examination room.
- The deliberate destruction of another's work.

Any suspected/actual malpractice will immediately be reported to the relevant awarding body. Investigations into allegations will be coordinated by the Headteacher, who will ensure the initial investigation is carried out within ten working days.

The investigation will involve establishing the full facts and circumstances of any alleged malpractice.

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Should an incident of malpractice be proven then staff may face disciplinary action and students may be disqualified from accredited courses.

If work is submitted for moderation/verification or for marking which is not the candidate's own work, the awarding body may not be able to give that candidate a result.

Exam days

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

Site management staff is responsible for setting up the allocated rooms.

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

Subject staff may be present at the start of the exam to assist with identification of candidates. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.

In practical exams, subject teachers' availability will be in accordance with JCQ guidelines.

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 Department Leads in accordance with JCQ's recommendations at end of the exam session.

After an exam, the exams officer will arrange for the safe dispatch of completed examination scripts to awarding bodies.

Candidates

The exams officer will provide written information to candidates in advance of each exam series. A formal briefing session for candidates may be given by the subject teacher/Department Lead..

Subject teachers will provide candidates with an initial assessment and induction related to the qualification and courses that they will be entered for. This will include advice and guidance, information of credit transfer if applicable as well as exemption and recognition of prior-learning if applicable. Subject teachers will work together with the Department Leads to ensure that candidate progress is monitored regularly.

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

In an exam room candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. This also includes candidate mascots and stress busters, an exception may be made under extenuating circumstances at the discretion of the Head of Centre. Any precluded items must not be taken into an exam room.

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Pupils who are late but arrive within 1hr of the exam start time will be allowed to enter the exam room. They will be given their full working time to complete the exam. If a candidate arrives an hour after the start of the exam they will not be allowed to enter the exam room.

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

Note: candidates who leave an exam room must be accompanied by an appropriate member of staff at all times. Unaccompanied candidates will not be allowed to re-enter the exam room.

The exams officer / teachers / Department Leads / Leadership group are responsible for handling late or absent candidates on exam day or subsequently.

Clash candidates

The exams officer / teachers / Department Leads / leadership group will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays.

Special consideration

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

The exams officer will make a special consideration application to the relevant awarding body within five days of the exam.

Internal Assessment and Moderation

Internal moderation ensures that the decisions of all assessors are consistent and fair to all learners. This is particularly important for ASDAN and Pathways qualifications, which are internally assessed and externally moderated. Internal moderation procedures include the sampling and checking of candidate work, the standardisation and recording of assessors' decisions, and the mechanism for the internal moderator to give feed back to assessors in order to improve practice (this includes both internal and external moderation feedback).

Please refer to the Internal Moderation and Recording Process

All assessment decisions are inline with the qualification standards. The internal and external moderation process is in place to ensure that all assessments are applied consistently and fairly for all candidates and that the final judgement is accurate, reliable and recorded.

Internal moderation should be on-going throughout the course, with feedback being given to the assessors. There should be evidence of feedback being actioned where necessary.

Summative internal moderation must be carried out prior to candidates being entered for external moderation. Only those assessors whose candidates have fully met the standards can be entered for external moderation. Entering those who have not met the standards will jeopardise the success of those who have met the standards. If a staff member is found to be entering candidates for moderation who have not met the standards, disciplinary procedures may be implemented.

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It is the responsibility of all staff to participate in the moderation process by keeping the necessary records, attending relevant meetings and submitting marked student work as requested.

All assessment evidence, which has been internally moderated, must be kept onsite and in an appropriate place until after the external moderation. The work remains the property of the candidate and can be returned to the candidate according to the requirements of the relevant awarding body.

Staff are to be supported and trained through the following: attendance at relevant courses as and when appropriate/required/available by the DL, attendance at departmental meetings throughout the year (refer to meeting schedule); monitored by the DL in that specific subject area on a regular basis; regular access to the DL as and when needed.

It is the duty of the Department Leads to ensure that internal assessment is ready for dispatch at the correct time. The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.

The subject teachers and Department Leads provide marks for all internally assessed work to the exams officer. The exams officer will inform staff of the date when appeals against internal assessments must be made by. See below for the Appeals Procedure.

Quality Assurance Review of Qualifications

As a school we conduct review activities to ensure that the qualifications and courses that we offer are effective for meeting the reasonable needs of our learners. In the first instance, feedback on ongoing and completed work will be given to students as part of regular formative assessment as they progress through the relevant ASDAN award. Following each round of internal moderation, a review meeting may be held by the ASDAN lead, and feedback will be given to tutors and assessors, and to candidates where necessary. After external moderation has taken place, a review meeting will be held. Feedback will be given to tutors and assessors and an action plan will be put in place to further develop practice and address any issues arising. At the end of each academic year, a curriculum review will be held by staff.

The Head of centre will work together with the Department Leads to ensure that they carry out an annual evaluation and review of internal moderation policy and procedures. If there is to be a change of specification for the next year, the exams office must be informed three weeks before the end of the Summer term.

Results

Candidates will receive individual result slips on results days, either in person at the Centre or by post to their home addresses.

The head of Centre makes arrangements for the Centre to be open on results days.

The provision of staff on results days is the responsibility of the head of Centre.

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Enquiries about Results (EAR)

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

If a result is queried, the exams officer, teaching staff and head of Centre will investigate the feasibility of asking for a re-mark at the Centre's expense.

When the Centre does not support a candidate's or parent's request for an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, he/she will be charged.

All processing of EARs will be the responsibility of the exams officer following the JCQ guidance.

Access to Scripts (ATS)

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

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

Re-marks cannot be applied for once an original script has been returned.

Processing of requests for ATS will be the responsibility of the exams officer.

Certificates

Candidates will be advised when certificates are available for collection from the Centre. If they are unable to collect the certificates they will receive them by post to their home address via recorded delivery

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

A new certificate will not be issued by an awarding organisation. A transcript of results may be issued if a candidate agrees to pay the costs incurred.

Appeals Procedure

Appeal against Internal Assessment

Pinewood School is committed to ensuring that whenever its staff assess students' work for external qualification; it is done fairly, consistently and in accordance with the specification for the qualification concerned. Staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity conduct assessments. The school is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

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If a student feels that this may not have happened in relation to his/her work, s/he may make use of this appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the school for moderation by the awarding body.

This procedure is available from the Exams Office.

- 1 Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the June GCSE exam series).
- 2 Appeals should be made in writing by the candidate's parent/carer to the Head of Centre, who will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision. If the Head of Centre was directly involved in the assessment in question, the Deputy Headteacher (or greater seniority) will investigate the appeal. Likewise, if the Headteacher is not able to conduct the investigation for some other reason.
- 3 The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body.
- 4 The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.
- 5 The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between Centres. Such moderation frequently changes the marks awarded for internally assessed work. This is outside the control of Pinewood School and is not covered by this procedure. If you have concerns about it, please ask the EO for a copy of the appeals procedure of the relevant awarding body.

Appeals against External Assessment Marks

Where a candidate is unhappy with the mark awarded for a particular exam unit (e.g. written exam, coursework, practical assessment, etc.), a clerical check or re-mark may be requested via the Exams Office. The candidate will be required to acknowledge that his/her grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request. The decision as to whether to support such an enquiry will be made by The Head of Centre on the basis of several factors, including knowledge of the exam system and professional judgement.

This Policy will be reviewed on an annual basis and updated as appropriate throughout the year.

(Acting) Head of Centre

(Acting) Exams officer

T. Baines

C. Morrissey

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Date: February 2024