



Heath Lane Academy Exams Policy

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DATE AGREED BY GOVERNORS:

DATE OF NEXT REVIEW: April 2026

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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 exams policy will be reviewed by the Exam Officer and any changes that may be required discussed with the Principal.

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 as an exams centre and is accountable to the awarding bodies to ensure that the centre is compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments.
- is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*.
- must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of the current General Regulations for Approved Centres (GR) booklet. In particular, heads of centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.
- must ensure that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.
- must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- must ensure there are procedures in place to maintain the security of user accounts by:
 - providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
 - providing training for staff on awareness of all types of social engineering/phishing attempts
 - enabling additional security settings wherever possible
 - updating any passwords that may have been exposed
 - setting up secure account recovery options
 - reviewing and managing connected applications
 - monitoring accounts and regularly reviewing account access, including removing access when no longer required
 - ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security* Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
 - reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

Exams Officer:

- is 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.
- manages the administration of internal exams and/or 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.
- ensures that candidates and their parents are informed of and understand those aspects of the exam 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 guidelines.
- provides and confirms detailed data on estimated entries.
- maintains systems and processes to support the timely entry of candidates for their exams.
- receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- administers access arrangements 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.
- Recruits, trains and deploys a team of internal/external invigilators; and keeps a record of the content of training provided to invigilators for the required period
- line manages the team of invigilators, monitoring the team 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.
- Works with the SENCo (or equivalent role) 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 maintaining internal records 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



Heads of department/faculty are responsible for:

- Providing estimated entry information when requested by the EO by the internal deadline.
- Inform the EO immediately of any changes to entry information.
- Provide the EO with accurate tier information by the internal deadline.
- 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.
- guidance of candidates who are unsure about exams entries or amendments to entries. Provide information requested by the EO to the internal deadline
- Inform the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
 - o changes to candidate personal details
 - o amendments to existing entries
 - o withdrawals of existing entries
- Check final entry submission information provided by the EO and confirms information is correct
- decisions on post-results procedures.
- The sourcing and printing of all 'internal' and 'mock' assessment papers.

Teachers are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the head of department and/or exams officer.

The special educational needs coordinator:

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
 - o Access Arrangements and Reasonable Adjustments
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline (The SENCo will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications)
- Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s),



supporting evidence of need and a signed candidate data personal consent form {This information must be readily available for inspection at the venue where the candidate is taking the examination(s)}

- Ensures requests for modified papers are submitted by the published deadline
- Ensures there are appropriate resources in place at the time of examinations/
- assessments to meet candidates' needs, e.g. sufficient readers and scribes
- Determines a candidates need for alternative rooming arrangements, where the candidate has 'an established difficulty'.

Invigilators:

- assist the exams officer in the efficient running of exams according to JCQ regulations.
- collect all exam papers in the correct order at the end of the exam and ensuring their return to the exam office.
- Attend/undertake training (on the current regulations), update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them

Candidates are responsible for:

- confirmation 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 according to the JCQ regulations.

Qualifications offered

The qualifications offered at this centre are decided by the Heads of Department after discussion with the Principal.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus or similar documents for that year. If there is to be a change of specification for the next year, the exams office must be informed.

Informing the exams office of changes to a specification is the responsibility of the Head of Department.

Decisions on whether a candidate should be entered for a particular subject will be taken by the Head of Department in consultation with the Principal.

Exam timetables

Once confirmed, the exams officer will circulate the exam timetables as soon as possible before each series begins. These will be made available to teachers and students and will be printed and handed to students.

Designated contingency days will be shared via the school website.

Relevant JCQ documentation will be made available to teachers and students via email and on the 'Exams' tab of the school website.

Students will also be provided with information on:

- o exam timetable clashes
 - o arriving late for an exam
 - o absence or illness during exams
 - o what equipment is/is not provided by the centre
 - o food and drink in exam rooms
 - o unauthorised items in exam rooms
 - o when and how results will be issued and the staff that will be available
 - o post-results services information and how the centre will deal with requests from candidates
 - o when and how certificates will be issued
-



Entries, entry details and late entries

Candidates or parents/carers may request a subject entry, change of level or withdrawal after consultation with the Teacher and the Head of Department. However, there may be a charge incurred.

The centre does accept entries from private candidates.

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

Entry deadlines are circulated to heads of department via email or Teams.

Heads of department will provide estimated entry information to the exams officer to meet agreed internal deadlines.

Entries and amendments made by a department after an awarding organisation's deadline (i.e. late) require the authorization of the Principal and the late fees payable will be charged back to that department.

Re-sit decisions will be made by teachers in consultation with Heads of Department.

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 exams series. Late entry or amendment fees are generally paid by the department requesting the change. Fee reimbursements may be sought from candidates:

- If they fail to sit an exam without good reason
- If they do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances
- If they wish to resit a subject where they received a 'pass' grade in the original sitting

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 Exam Officer.

Access arrangements

The SENCO will inform subject teachers of candidates with special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams.

A candidate's access arrangements requirement is determined by the SENCO, in conjunction with the external assessor.

Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the SENCO, in conjunction with the external assessor.

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

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

Further details are available in the school's SEND policy.



Managing invigilators

Invigilators will be used for internal exams and external exams.

Invigilators are recruited, timetabled, trained, and briefed by the Exam Officer.

Securing the necessary Enhanced DBS clearance for new invigilators is the responsibility of the **HR** department. Enhanced DBS fees for securing such clearance are paid by the centre.

The rates of pay for Invigilators are set by the centre.

Malpractice

Malpractice involves a failure to follow the rules of an examination or assessment. The Head of Centre in consultation with the Exam Officer is responsible for investigating suspected malpractice

Security of exam materials

The Exams Officer:

- 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 approved by the head of centre are accompanied by a keyholder at all times. There are 3 named keyholders. Each keyholder fully understands their responsibilities as a keyholder to the secure storage facility
 - Gina Carruthers (Exams officer)
 - Mark Trimingham (Principal)
 - Steve Purkiss (Site manager)
 - Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
 - 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 being returned to the secure storage facility in timetable order
 - Carefully checks question paper packets when they are removed from
-



the dispatch packing and keeps a log of the check

- 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 (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process (ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)

Reception staff

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

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 invigilators.

Designated exam rooms are not used for any other purpose than the planned examinations. Only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks.

Site management staff are responsible for setting up the allocated rooms and will be advised of requirements in advance.

A seating plan is provided for each examination room. Candidates with access arrangements are identified on the printed register and invigilators are aware of the access arrangement awarded.

The Exam Officer, an Invigilator or a member of the Senior Team will start and finish all exams in accordance with JCQ guidelines.

Subject staff may be present before the start of the exam to assist with identification of candidates outside the examination room. Subject staff **may not** enter the examination room. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.



To assist in identifying candidates, cards with profile pictures are placed on each table, following the seating plan, and are checked by invigilators during the taking of the register.

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 heads of department in accordance with JCQ's recommendations.

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

Food is not allowed into an exam room. Candidates may bring a clear, see-through, drinking bottle with water or squash inside. The only exception to this is where a student has a recognised medical need and the food/drink has been agreed beforehand with the EO and SENCO.

Candidate absence

A candidate's parent or guardian must inform the school at the earliest opportunity to discuss absence on a school day.

In some circumstances it may be possible to arrange for the candidate to take an exam in their home. This would be discussed with the Head of Centre and the Exams Officer before any decision was made.

Invigilators are informed of the process for dealing with absent candidates through training. They ensure confirmed absent candidates are clearly marked as such on the attendance register and seating plan.

Where a candidate arrives 'very late' for an exam, the exams officer will report the case to the awarding body by submitting a report through CAP. Invigilators ensure that relevant information is recorded on the exam room incident log.

Candidates

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, watches and other electronic communication or storage devices with text or digital facilities. Any precluded items must not be taken into an 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 Exam Officer.

Note: candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.

The Exam Officer is responsible for handling late or absent candidates on exam day.

Clash candidates

The Exam Officer will be responsible as necessary for identifying clashes, communicating with candidates about arrangements, organising the supervising escorts, identifying a secure venue and arranging overnight stays as appropriate.

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 Exam officer to that effect.

The candidate must support any special consideration claim with appropriate evidence within 2 working days of the exam.

The exams officer will make a special consideration application to the relevant awarding body within 3 working days of the exam.

Internal assessment

It is the duty of heads of department to ensure that all 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.

Marks for all internally assessed work are provided to the exams office by the Head of Department. The exams officer will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document.

The exams officer will:

- Prepare for the conduct of internal exams/assessments under external conditions (where applicable to the centre)
- Provide a centre exam timetable of subjects and rooms
- Provide seating plans for exam rooms
- Request internal exam papers from teaching staff
- Arrange invigilation (where applicable to the centre)

Access arrangements, determined by the SENCO, will be catered for, where possible, to best reflect external assessment and to facilitate a candidate's normal way of working.

Results

Results are kept entirely confidential and are restricted to key members of staff until the official dates and times of release of results to candidates.

Candidates will receive individual result slips on results days,

- in person at the centre
- by email where they are not able to attend.
- A nominated person may collect the results. This needs to be pre-agreed, with permission of the candidate given. ID may be required if the nominated person is unknown to the centre staff.

or

- by post to their home address one day later

The results slip will be in the form of a centre produced document.

Arrangements for the centre to be open on results days are made by the Exam officer, liaising with the Site team.



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Enquiries about Results (EAR)

EARs may be requested by centre staff or the candidate following the release of results. A request for a review of marking 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.

All processing of EARs will be the responsibility of the Exam Officer, following the JCQ guidance.

The Head of Centre:

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

Charging

If the Head of Department has analysed the results and deems a candidate to be close to a grade boundary then they may seek permission from the candidate to view their script. After this, if the HoD deems that their needs to be a review of marking then this can be requested and the school will pay the fee.

Where a candidate requests a review of marking after the HoD has viewed the script and deemed that a review of marking is not suggested then the candidate will pay the full amount.

Access to Scripts (ATS)

Centre staff may request scripts for investigation or for teaching purposes. The consent of candidates must be obtained and identification must be removed from the papers if used for the latter.

Reviews of marking cannot be applied for once an original script has been returned.

Processing of requests for ATS will be the responsibility of the Exam Officer.



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Certificates

Candidates will be able to collect their certificates from the centre from late November onwards. An email alert will be sent to the parents of all students who have certificates to collect. Certificates must be signed for, in order that at a future date it can be ascertained whether or not the certificate has been collected.

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.

The centre retains certificates for a minimum of one year, as per the JCQ guidelines and following the United Learning retention schedule.

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. Further information is provided on the school website under the 'exams' tab.

Appendix 1

1. Examination Entry Deadlines

☞ The deadline for entries for the 2025 Summer series of examinations is 21st February 2025. There will be an opportunity to amend entries prior to April 21st.

☞ Entries and amendments after these dates would incur additional costs, which must be met from department funds or by parents.

2. Fees for examinations

Fees for examinations to be taken in 2025 vary depending on the Board. Information on fees can be gained from the Examinations Officer or the exam board websites.

3. Access Arrangements - Key Date

Application for access arrangements for students who have specific learning difficulties, which have been known to the school for at least two years, should be made to the Examination Boards via the SFL Department and the Examinations' Officer no later than 5th January 2025.

4. Results Date

Results will be published on: -

- Thursday 14 August: A Levels and other Level 3 qualifications
- Thursday 21 August: GCSEs and other Level 2 qualifications

5. Enquiries about results

Requests for reviews of marking should be made by the deadline of:

A Level priority review:	15 th August 2025
A/AS Level non-priority review:	25 th September 2025
GCSE reviews:	25 th September 2025

The cost of a review is paid by the candidate or the department making the request.

Heath Lane Academy Examinations

Appendix 2

ENQUIRIES ABOUT RESULTS

APPEALS PROCESS

After the release of examination results, a candidate has the right to apply to the awarding body, through the centre, for a review of their results if they consider the grade to be too low. This can take the form of a clerical check or a full review of marking of an examination paper or papers. This review is termed an Enquiry About Results (EAR) and is applied for by the centre on behalf of the candidate. Candidates should be aware that this process may result in a lowering of the grade awarded. The deadlines for GCE and GCSE enquiries will be publicised to students and staff.

Heath Lane Academy advises any candidate who has concerns about a grade awarded for a subject to come and talk through with the Head of Department within one week of the issue of results. Following this discussion, the centre will apply for a review if this is considered appropriate and we would expect to support you in most cases. If, however, the centre does not consider a review appropriate, the candidate will be informed of this decision within three working days. If the candidate still wishes to proceed with a review, then this will need to be funded privately. An EAR cannot be asked for by a subject teacher or Head of Department without the candidate's permission.

The Head of Department or the candidate will be asked to fill out the JCQ EAR Form. This will outline the potential outcome of any review. A request for return of script will be requested along with the EAR.

Appendix 3

Heath Lane Academy *DISABILITY*

DISCRIMINATION ACT

EXAM/NATIONS POLICY

Heath Lane Academy (HLA) is dedicated to ensuring that all candidates have the best possible environment in order to achieve their full potential under examination conditions.

With regard to disabled candidates, HLA endeavours to:

- Promote equality of opportunity between disabled people and other people.
- Eliminate discrimination that is unlawful under the DDA.
- Eliminate harassment of disabled people that is related to their disabilities.
- Promote positive attitudes towards disabled people.
- Take steps to take account of disabled people's disabilities even where that involves treating disabled people more favourably than other people.

The DDA definition of disability is:

A person has a disability for the purposes of the DDA if she/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.

HLA will endeavour to:

- Ensure that entrances at the centre and corridors approaching the examination rooms are well lit.
 - Ensure that the examination rooms are appropriately lit.
 - Make sure that any obstacles are removed from corridors to enable a wheelchair user to gain easy access.
 - Wherever possible, examinations will be held in the Sports Hall, which has suitable access for wheelchair users. In the event of a separate room being used, we will ensure that wheelchair users have access to a ground floor room.
 - Ensure that those who need to take medication during the course of an examination can do so in privacy and as speedily as possible.
 - Ensure that those who are visually or hearing impaired are placed at the front of the examination room.
 - Try to arrange examination rooms close to an accessible toilet.
 - Ensure that both disabled candidates and staff are aware of the emergency evacuation procedures to ensure that disabled candidates can be safely evacuated from the building whatever their disability or impairment.
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- Ensure that candidates who become unwell during the examination because of the nature of their disability, are seated close to exits.
- Ensure that those candidates using a wheelchair have suitable access to an examination table, as well as the ability to enter and leave the examination room without difficulty.
- Ensure that seating is appropriate and comfortable for those who may have a disability that affects seating and posture.

In accordance with the Joint Council for Qualifications Access Arrangements (available via the JCQ website on www.jcq.org.uk), HLA will provide, where appropriate, the following adjustments for candidates with a disability:

- Modified test papers, such as enlarged print or Braille.
- Up to 25% extra time.
- A reader or reader pen.
- Supervised rest breaks.
- Different coloured scripts.
- Use of a bi-lingual dictionary.
- A prompter.
- Use of a computer or other technology.
- Use of an individual room.

All Students with Special Needs are catered for by the SEN Department. They are assessed by this department as to their specific needs from entry to HLA in Year 7. Any requirements for extra time are assessed upon their needs within the classroom environment and how they perform in school examinations. They are also assessed by our Joint Council for Qualifications approved Assessor and this documentation is kept in the SEN Department.

For those students with specific medical needs, extra time is only given if their medical needs affect their performance within the classroom and school examinations. The amount of extra time given will depend upon the severity of the Special Need and will not necessarily be given for all subjects.

Appendix 4

Heath Lane Academy

Risk Assessment for examination procedure

<i>Department:</i>	Exams	Person completing Assessment:	
Activities/Systems being assessed:	Exam Procedures	Signature/Date:	

Risk	Early warning	Control to prevent	Control to resolve
Invigilator absence	Phone Call or email	Invigilator timetables - confirm dates and availability with each individual invigilator	Use cover supervisor or member of teaching staff. On busy days employ emergency invigilator or EO to cover or in the first instance another invigilator that we hadn't used.
Fire alarm goes off			Ensure invigilators are aware of policy. SLT to assist in maintaining security of exam. Students line up outside building away from other students.

Student taken ill during exam			Invigilator aware of policy, first aider on call. Special Consideration for all students.
Bad weather or transport problems	Weather report	Possible delay to start of exam	Delay start, contact.....isolation of candidates if late and hold staggered sessions if necessary. Special Consideration
Extreme bad weather-related issue. e.g. exam room flooded	Check room, or invigilator reports problem	Regular premises checks	Find alternative accommodation if realistic.
Students do not turn up for exam		Student timetables and information for subject teachers	School office to ring student. Student arriving late after being phoned will either sit exam with other students, or, if not possible, will sit exam in another room with another invigilator.
Students turn up who are not entered	HoDs to check and sign for all entries.	Subject teachers/HODs ensure entry checklists are correct	Find a paper, seat them, amend attendance list and make entry. Charge late fee to department.



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Exam malpractice	Invigilator reports problem	Warning to candidate and information to form tutor	Invigilator aware of policy, SLT on-call to deal with malpractice issue
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Risk	Early warning	Control to prevent	Control to resolve
Disruption in the room	Invigilator reports problem	Warning to candidate and information to form tutors. Information to HoY re problem students in order to isolate.	Invigilator aware of policy, SLT on-call to deal with malpractice issues
EO absence	Phone call or email	Regular meetings with line manager	SLT to have back-up policy
Wrong entry made - incorrect paper		Subject teachers/HODs ensure entry checklists are correct	Amend entry. Contact exam board for copy of paper if necessary.
System failure or power cut			Contact IT support or facilities and if necessary NAA field support officer for assistance.
Receiving inaccurate or late entry information		Subject teachers/HODs ensure entry checklists are correct and on time.	Charge late fee to department. If recurring problem see SLT.
Change of syllabus and no notification	Pre-release material does not arrive. Materials arrive that are not expected.	Subject teachers/HODs ensure entry checklists are correct.	Contact exam board and amend entries.
Exam board's communications systems fail	Papers do not arrive, on-line systems incorrect, difficult to contact by telephone.		Contact NAA to report problem. Give extra time for checking.
Insufficient or missing exam papers	Invigilator reports problem	Check sufficient papers have been delivered against MIS exam entries. If extra papers are required due to late tier changes, phone Exam Board to request permission to photocopy or download extra papers.	Invigilator aware of policy, EO on-call to deal with problem.



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Erratum notice not read out

Keep erratum notices with exam papers. Inform invigilator about erratum notice before the exam.

Invigilator aware of policy.
Special Consideration for all students.

