



# **POLICY OF LA EXAMS Dō University**

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### **The purpose of this examination policy is:**

- ensure that exam planning and management is carried out efficiently and in the best interests of candidates.
- ensure the operation of an efficient examination system with clear guidelines for all relevant personnel.

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

The examination policy will be reviewed annually.

The exam policy will be reviewed by the Assistant Director of Information and Finance: Student Services.

Where references are made to JCQ standards/guidelines, further details can be found at [www.jcq.org.uk](http://www.jcq.org.uk).

### **Exam Responsibilities**

#### **The head of the center:**

- has overall responsibility for the school/institute as an Examination Centre and is responsible for ensuring that the institute complies with all relevant JCQ regulations.
- is responsible for reporting all suspected or actual incidents of malpractice; please refer to the JCQ document Suspected Malpractice in Examinations and Assessments. Dō University's procedures for addressing suspected malpractice are outlined in our Assessment Policy.

#### **Senior Examinations Manager:**

- The Director of Information and Funding will ensure that he or one of his Deputy Directors is available to handle emergency requests from awarding bodies related to results during the summer break.
- The Assistant Director of Information and Funding (Student Services) will be familiar with the awarding body and relevant JCQ documentation to ensure support for the exams officer and SEN Co., in addition to ensuring effective center decision-making in accordance with published regulations.
- The Assistant Director of Information and Finance (Student Services) accounts for income and expenses related to all exam costs/fees.



### **Exam Manager:**

- manages the administration of external examinations.
- Advises senior management, subject and class tutors and other relevant support staff on the annual examination schedules and procedures established by the various degree awarding bodies.
- Oversees the production and distribution of exam schedules to center staff and candidates and regularly communicates with staff about deadlines and upcoming events.
- ensures that candidates are informed and understand those aspects of the exam schedule that will affect them.
- Check with teaching staff that required courses and/or controlled assessments are completed on time and in accordance with JCQ guidelines.
- Maintains systems and processes to support the timely entry of candidates to their exams.
- ensures the security of all assessment materials, including:
  - o Ensure that assessment materials provided to the centre by the awarding body, including pre-launch materials and assignments, and information about their content, are shared only with appropriate centre staff and candidates and are not shared outside the centre;
- Immediately inform the awarding body(ies) of any potential or actual non-compliance with the examination or assessment materials.
- arranges to access, download, print (where applicable) and store electronic assessment materials securely at all times in accordance with JCQ regulations
- ensures that scripts are submitted according to guidelines.
- administers exam access arrangements and submits requests for special consideration following JCQ publication regulations for access arrangements, reasonable adjustments and special consideration.
- Identify and manage conflicts in exam schedules.
- organizes the recruitment, training and supervision of a team of



exam supervisors responsible for conducting the exams.

- Ensures that candidates' controlled assessment coursework/qualifications and any other materials required by the relevant accreditation bodies are submitted correctly and on time.
- Track, submit, and store returned coursework/monitored assessments.
- ensures that the accuracy of statements is rigorously verified before submission to examination boards.
- ensures that previous achievements are confirmed before submitting claims to examination boards.
- organizes the dissemination of exam results and certificates to candidates and forwards, in consultation with the SMT, any post-results service requests.
- manages conflicts of interest by informing awarding bodies before the published deadline for entries for each exam series; or by maintaining internal records, as required by JCQ's general rules.
- provides JCQ with contact details annually, as required by the National Register of Centre Numbers

**Heads of Learning / Teaching and Learning Managers** are responsible for:

- Ensure that teachers understand the relevant accreditation body and JCQ documentation for the qualifications they deliver, to ensure they are delivered in accordance with relevant regulations.
- Guidance and pastoral supervision for candidates who have questions about exam registration or registration changes.
- ensure the correct completion of entry sheets and all other mark sheets and compliance with the deadlines set by the examining officer.
- Ensure accurate completion of coursework/controlled assessment mark sheets and declaration sheets.
- ensure that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work;



- ensure that claims are rigorously reviewed before being submitted to the examination team
- decisions on post-results procedures.

**The IT director** is responsible for:

- Implement appropriate security measures to protect the work of candidates in the event of corruption of the computer system and cyberattacks.
  - ensure that candidates can back up any completed exam work on the computer, to reduce the risk of risk of job loss.
  - provide training to authorized personnel on the importance of create unique and secure passwords and keep all your passwords secret account details;
  - Provide staff training on awareness of all types of social engineering/phishing attempts;
  - enable additional security settings whenever possible;
  - update any password that may have been compromised;
  - configure secure account recovery options;
  - review and manage connected applications;
  - monitor accounts and periodically review access to them, including removing access when no longer required;
  - ensure that authorized staff members securely access the awarding bodies' online systems
- compliance with the regulations of the contracting bodies regarding of cybersecurity and the JCQ Guidance for centers on Cybersecurity: <https://www.jcq.org.uk/exams-office/general-regulations>
- Authorized personnel will have access, when necessary, to a device that meets the multi-factor authentication (MFA) requirements of the awarding bodies.
- Immediately inform the relevant contracting body of any actual or suspected breach of a contracting body's online systems.



### **Teachers/Professors**

are responsible for:

- provide information on registrations, courses and controlled assessments as required by the Head of Learning/Teaching and Learning Manager and/or the Examinations Manager.
- Application forms submitted to Examinations will be thoroughly reviewed before being submitted to the Examinations team. Previous achievements must be confirmed before submitting any applications through the examination board portals.

### **The SEND Administrator is**

responsible for:

- Coordinate the access arrangement process and ensure that appropriate arrangements are made for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, and those with a temporary illness or injury.
- notify the examining officer with sufficient time to process any applications necessary to obtain approval (if necessary).

ensure that adequate resources are available at the time of exams/assessments to meet the needs of candidates, for example, enough readers and scribes.

### **Vigilantes**

are responsible for:

- Assist the Examination Manager in the efficient execution of examinations in accordance with JCQ regulations.
- Collection of exams and other materials from the exam office before the start of the exam.
- Confirm the identity of candidates before the start of the exam, using photo identification, usually a university ID card.
- Collect all exam papers in the correct order at the end of the exam and ensure their return to the exam office.



### **Candidates**

are responsible for:

- understand the controlled assessment rules and coursework and sign a declaration authenticating the coursework as their own.
- ensuring that they conduct themselves in all examinations in accordance with JCQ regulations.

### **Qualifications offered**

The degrees offered at this center are decided by the Learning Managers.

The subjects offered for these degrees in any academic year can be consulted in the center's MIS system. If any changes are planned in the specifications for the following year, the examination office must be informed before mid-July.

It is the responsibility of the Learning Managers to inform the Examinations Office of changes to a specification.

Decisions on whether a candidate should register for a particular subject will be made by the lecturer in consultation with the learning directors.

### **Test series**

External exams and assessments are scheduled as established by the awarding organizations, including on-demand online exams.

Learning managers will decide whether internal examinations will be conducted under external examination conditions. Learning managers decide which examination series are used at the school.

### **On-demand evaluations**

Bookings for on-demand assessments must follow the procedures outlined in the Dō University Examinations Service Level Agreement to ensure the Examinations team has the capacity to handle the volume of assessment demand.



## Exams Schedule

Once confirmed, the exam officer will circulate the exam schedules to external examinations on a specific date before each series begins.

### **Registrations, registration details and late registrations**

Candidates may not request admission to a subject, change level, or drop out unless agreed to by the professor.

The center does not accept applications from private candidates except in limited circumstances, such as a former student seeking to retake an exam in a course still being offered at the university.

The center does not act as an examination center for other organizations.

Admission deadlines for GCSE, A Level, BTEC and CamTech are sent to the department heads/curriculum vitae by email, message board advertisements, informational meetings, or internal mail. The resume team is responsible for ensuring compliance with admission deadlines for all other courses.

Registrations and modifications made after a granting organization's deadline (i.e., late) require authorization from the heads of

Learning / Deputy Heads of Learning / Subject Leader.

Decisions regarding retake will be made by students in consultation with the teacher.

### **examination fees**

Curriculum teams are expected to adequately prepare candidates for exams to maximize their chances of success and minimize the need to retake them. If a candidate must retake an exam they have already failed, the curriculum team must allow them sufficient time to prepare and improve their performance before retaking the exam; typically, there is at least three school weeks between each session.

Candidates are not normally charged registration fees.

exam (including retake fees), except as follows

circumstances:

- Candidates who have passed an exam and are retaking it to improve their grade. (Students who obtain a grade of





must pass it or those who pass a lower level exam will not have to pay for the resit).

- GCSE students repeating exams in the November series
- AAT students taking new exams

In case internal candidates have to pay for make-up exams

For the reasons stated above, the rates will be adjusted to the rates of

Registration of the awarding body. Fees for the 2024-25 academic year:

- GCSE: £55 per qualification
- AAT: £75 per exam
- BTEC Level 3: £50 per exam
- BTEC Level 2: £25 per exam
- CamTech: £50 per exam
- WJEC Level 3 Criminology: £25 per exam

The center does not accept applications from individual candidates, except in limited circumstances, such as a former student wishing to repeat an exam for a course still offered at the center, or a student wishing to take an exam not offered by the center but that can be taken without difficulty. When individual candidates are accepted, they must pay the following for each exam:

- Examination registration fee from the granting body per exam
- Contribution to supervision costs per exam: £10
- Admin fee per candidate: £25

Candidates who pay their exam registration fee and do not show up must pay the full fee to re-register, unless they can demonstrate that exceptional and unavoidable circumstances prevented them from taking the exam. These circumstances must be serious, unforeseen, and beyond the candidate's control.

Candidates and departments will not be charged for level changes or withdrawals made following proper procedures and within the timeframes permitted by the awarding agencies.

Exam organizers will publish registration deadlines well in advance of each exam series.

Late registration fees will typically be passed on to the teams curriculum or to the candidates, depending on who is responsible for miss the deadline.

No fees are required from candidates:

- If they fail to take an exam.
- If they do not meet the requirements of the necessary course.

All examination center staff must ensure they comply with the requirements of equality legislation, including the Equality Act 2010, in particular Section 20(7). The center will comply with the legislation, which includes making reasonable adjustments to the service it provides to candidates, in accordance with the requirements defined by the legislation, awarding bodies, and the JCQ. This is the responsibility of the Director of Examinations. The center will not charge disabled candidates any additional fees for adaptation or assistance.

### **Access agreements**

The university will ensure that the SENCo understands the JCQ Access Arrangements and Reasonable Adjustments document and has sufficient time to manage the access arrangement process within the institution.

The SENCO is responsible for informing subject teachers about candidates with special educational needs and any arrangements

special that individual candidates will need during the course and in any assessment/exam.

A candidate's entry requirements are determined by the SENCO.

Ensuring that there is appropriate evidence of a candidate's access agreement is the responsibility of the Exam Manager.

Submission of completed access agreement applications to granting bodies is the responsibility of the Exam Manager.

The examination team will arrange accommodation for candidates who wish to access accommodation.

Invigilation and support for candidates with access arrangements, as defined in the JCQ Access Arrangements Regulations, will be arranged collaboratively between the Examination Team and the Additional Support Team.

### **Contingency planning**

Contingency planning for exam administration is the responsibility of the Deputy Director of Information and Financing.

Contingency plans are available via email and the university intranet and are in line with the guidance provided by

Ofqual, JCQ and the awarding organisations.



External Dō will be used to supervise external examinations, except in cases where the volume of demand exceeds the supply of proctors, in which case internal staff may be required to provide support.

The hiring of supervisors is the responsibility of the Exam Manager.

Obtaining the necessary Criminal Records Bureau (CRB) clearance for new supervisors is the responsibility of the Human Resources Department.

The DBS fees for obtaining this authorization are paid by the center.

Proctor pay rates are set by the group's leadership team. Proctors receive scheduling, training, and information from the examination team.

## **Professional negligence**

Candidates will be notified and warned about malpractice in various ways:

- The university exam sites on the student intranet, which include all relevant warnings and notifications from JCQ;
- Exam registration emails that link to the intranet site;

• The school's parent and guardian portal, which publishes the same Information for parents and guardians. The head of school, in consultation with the learning leaders and the examination director, is responsible for investigating any suspected malpractice.

A complete statement of Dō University's malpractice policy and procedures can be found in the Assessment Policy.

## **Conflicts of interest**

The College manages conflicts of interest by informing the organizations grantors, before the deadline published for registrations for each series of exams, of:

- any member of staff at the centre who is pursuing qualifications at their own centre that include components/  
internally assessed units;
- any member of the center staff who is teaching and  
preparing members of their family (which includes stepfamilies,



for families and similar close relationships) or close friends and their immediate family (e.g., son/daughter) for qualifications that include internally evaluated components/units;

- and keeps internal records of all cases in which: or  
Examination office staff have family members (including stepfamilies, foster families and similar close relationships) or close friends and immediate family (e.g., son/daughter) registered for examinations and assessments, either at the centre itself or at other centres; staff at the centre are

either taking grades at their own center that do not include internally evaluated components/units;

o The center's staff are pursuing qualifications at other centers.

- The Head of the Center will ensure the preservation of the records of all Conflicts of interest, including details of the measures taken to mitigate any potential risks to the integrity of the affected qualifications. Records will be retained until the qualification review deadline or until any appeal, malpractice, or other outcome investigation is completed, whichever is later.

- University staff members will only be enrolled for qualifications at a college belonging to the group as a last resort.

cases where the staff member cannot find another center.

o The head of the center is responsible for ensuring that adequate protocols are in place to prevent members from

of the center staff have access to the exam materials before the exam and that other center staff members are informed about how to maintain the integrity and confidentiality of the exam materials.

either The Head of Center will ensure that, during the examination series, the center staff member receives the same treatment as any other candidate registered for that examination, has no access to examination materials, and receives no preferential treatment.

## Provisions for the day of the exam

The examination officer will reserve all examination rooms after coordinate with other users and will put the questionnaires, other material of exam and other materials available to the supervisor.



The Faculty is responsible for preparing the assigned rooms and, whenever possible, you will be informed of the requirements on the Friday of the previous week.

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

All staff present must comply with the rules established by the JCQ regarding who is authorized and what they can do. Subject staff will not be allowed in the room at the start of the exam to identify candidates.

For practical exams, the availability of subject teachers will be in accordance with JCQ guidelines.

Exams should not be read by faculty or removed from the room. They will be distributed to departments 24 hours after the published end time.

After an exam, the examination officer will arrange for the secure shipment of the completed exam papers to the awarding bodies.

The school will ensure that the reception is adequately staffed between 8:30 a.m. and 4 p.m. during term time.

## **Candidates**

The examination officer will ensure that written information about examination malpractice be published on Dō University Online and keep up to date. The supervisor may provide a formal briefing for the candidates.

Candidates must bring a university ID or other form of proof. photo ID that the supervisor will verify to identify the candidates.

The center's published rules on acceptable dress and behavior apply at all times. Candidates are responsible for

of your personal belongings and the center is not responsible for their loss or damage.

In an examination room, candidates should not have access to any items prohibited items identified by JCQ, except those clearly permitted in the



instructions in the question paper, stationery list, or specification for the matter.

Candidates who misbehave will be dealt with in accordance with JCQ guidelines. They are expected to remain in the exam for the entire duration, at the discretion of the Director of Examinations.

Note: Candidates leaving an examination room must be accompanied by an appropriate staff member at all times.

The proctor is responsible for handling candidates who arrive late on the day of the exam.

### **Shock candidates**

The Exam Manager will be responsible, as needed, for supervising chaperones, identifying a safe location, and, if necessary, arranging overnight stays.

### **Special consideration**

If a candidate is unable to attend an exam due to illness, is suffering from bereavement or other trauma, is ill, or is otherwise disadvantaged or disturbed during an exam, it is the candidate's responsibility to alert the examination center team.

The candidate must support any claim for special consideration with appropriate evidence within seven days of the final examination.

The exam administrator will make a request for special consideration to the corresponding granting body within days after the examination.

### **Internal evaluation**

It is the responsibility of heads of department to ensure that all internal assessments are ready for submission at the correct time. The Examinations Officer will assist in keeping a record of each submission, including the recipient's details and the date and time of submission.



The center will provide all internally assessed works are provided to the examination office by the teacher. The coordinator of the exam will inform staff about the deadline for submitting appeals against internal assessments. Two checks must be performed thorough checks on the accuracy of the data before submitting claims to the examination boards: the first by the curriculum staff and the second by the exams. Achievements must also be rigorously verified prior to submitting claims to the examining boards. Any appeal will be processed in accordance with the Internal Appeals Procedure (PAI) of the center.

## **Results**

Candidates will receive individual results slips on results day,

- in person at the center or
- by email; or
- through a secure online portal; or
- published (second class)

Proof of results will be presented in the form of a document prepared by the center.

Arrangements for the center to be open on results days are made by the Senior Management Team. The provision of the necessary staff on the days of results is the responsibility of the Senior Management Team.

Results may be collected on behalf of a candidate by third parties, provided the candidate has provided a signed authorization to do so and that the delegate brings with him/her proper identification to confirm who he is.

The school will immediately inform the awarding body or bodies of any potential or actual non-compliance with the results.

## **Results Inquiries (EAR)**

Performance evaluations may be requested by the center's staff or the candidate.

Academic (EAR) after the publication of the results. The request for review of the



qualifications. For administrative verification requires written consent of the candidate. If the request for revision of internally assessed work may be presented without the consent of the candidate group.

The cost of the EAR will be paid by the candidate.

All decisions regarding whether to apply for an EAR will be made by the candidate in consultation with the subject professor/lecturer.

If a candidate's request for an EAR is not supported, the candidate may appeal and the center will respond following the process described in its Internal Appeals Procedure (IAP) document.

All EAR processing will be the responsibility of the exams team, following JCQ guidelines.

### **Access to scripts (ATS)**

After the results are published, candidates may request a refund of their written exams from the subject staff.

Center staff may also request scripts for testing purposes. research or teaching. For the latter, consent is required of the candidates.

Corrections cannot be requested once the document has been returned.

the original exam. The cost of the systems

The examination monitoring (ATS) will be carried out by the candidate.

Processing of ATS applications will be the responsibility of the examination team.


### **Certificates**

Candidates will receive their certificates.

- by mail to your home address

Certificates can be collected at \_\_\_\_\_ name of \_\_\_\_\_ a third party candidate, provided they have written authorization from the candidate to do so and bring with them proper identification that \_\_\_\_\_ confirm who they are.





Candidates are responsible for keeping the College informed of any change of address; otherwise they will incur a £5 shipping charge if the exams have to resend the certificate to a new address.

The center retains certificates for one year. Students are contacted to inform them that if they do not collect them after one year, they will be confidentially destroyed.


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

### **Status of this policy**

This Policy has been approved by the Group Leadership Team.

The Executive Director will periodically review the operation of this Policy. It may be revised and amended from time to time.

Policy Review Area	Teaching, learning and quality; information management
Senior Manager	Director of Information and Financing

	Group Leadership Team
Approved by	06/03/25
Review cycle	Annual
Next review	March 2026

## Appendix 1: Contingency Plan for 2025/26 Exams (see separate document for each faculty)

## Appendix 2: Procedure for addressing emergency evacuation of the examination room

- When it comes to emergencies, **has to** Please note the instructions of relevant local or national agencies.
- A copy of the emergency evacuation procedure is available in all exam packs for each room, along with instructions.  
from the supervisor to the candidates.
- Reference should also be made to the following document:  
<https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bombthreats>

The watchman **has to** Take the following action in case of an emergency, such as a fire alarm or bomb alert.

- Evacuation procedures: The fire alarm sounds
- fires. Prevent candidates from writing.
- Collect attendance record / seating chart (**To ensure that all candidates are present**)  
Evacuate the examination room following the instructions of the competent authority.  
Instruct the
- Candidates are asked to leave all closed question papers and exam papers in the room.  
Candidates must leave the room silently.
- Ensure candidates are supervised as closely as possible  
while they are out of the exam room to make sure there is no  
no discussion about the exam.
- Note the time and duration of the interruption. Allow the
- candidates work the entire time allotted for the exam.
- If there are only a few candidates, consider bringing the  
candidates (with the questionnaires and scripts) to another location to complete the  
exam.
- Prepare a complete report of the incident and the measures taken and send it to the  
relevant awarding body.

## Appendix 3: Examination Appeal Procedure (EAR)

### Content

- Introduction



- Inquiries about results
- Appeals against the results of investigations into results
- Appeals against decisions made in malpractice cases
- Resources relating to access agreements and special consideration
- Review of administrative decisions

## **Introduction**

This document sets out the processes for appealing decisions made by JCQ awarding bodies regarding grades, Principal Learning, and Projects submitted to the College.

Awarding bodies accept appeals in relation to four areas of their work:

- Inquiries about results: when a center (or private candidate) does not is satisfied with the result or results of an exam.
- Appeals against results: when a center is still not satisfied with the result or results of an examination after the consultation process on the results.
- Appeals against malpractice decisions: following a decision to apply a sanction for malpractice in an examination/assessment.
- Appeals against decisions made regarding access agreements and special consideration.

In addition, some administrative decisions, such as in the case of scripts missing, may be subject to review by officials of the awarding body.

## **Fee**

The adjudicating bodies will charge a fee for each stage of the appeal.

You can obtain detailed information about these rates by contacting the team.

Examinations. In some appeals, the fee will be refunded (less a fee) administrative) if the appeal is successful.

A general guide is:

- Fees for scripts requested separately through Script Access will always be charged.
- Rating review: Awarding agencies will not charge you if your rating improves.
- Moderation Review: Certification bodies do not charge if your center's grades are reset. In all other cases, the full fee for the moderation review will be charged, regardless of whether the grades for the specifications or modules are changed.
- Stage 1 and Stage 2 Appeals: The granting agencies will not charge you if you win your appeals.



## **QUERIES ABOUT RESULTS**

If a candidate is dissatisfied with the exam results and has reason to suspect they may be incorrect, the first step is to request a consultation. The examining staff can process this request with the exam-granting body on the candidate's behalf.

### **Access to scripts**

Reviewing a returned exam with your instructor allows the candidate and their instructor to make a joint decision about whether it is advisable to review the grade (re-grade).

### **This is the recommended first step in the process.**

Copies of priority exams can be requested up to 7 days after the publication of the results. The exam will be returned within 10 days.

Non-priority (original) scripts can be requested with a deadline additional 25 days. However, it may take up to 25 days for the script to be returned. 60 days (8 weeks).

Award-granting bodies always charge a fee for this service.

## **RATING REVIEW**

If, upon reviewing the returned exam with the instructor, the result is deemed inaccurate, the candidate may request a review of the score (re-scoring). The examining staff may process this request with the examining body on the candidate's behalf.

A priority review can be requested up to 7 days after the publication of the results. It can be request a non-priority review up to 25 days later.



## **Appeals against the results of investigations into results**

### Introduction

If a candidate is dissatisfied with the exam results and has reason to suspect they may be incorrect, the first step is to request a consultation. The examining staff can process this request with the exam-granting body on the candidate's behalf.

If, after the results review process, doubts persist about the accuracy of the results, an appeal may be filed in accordance with the rules established by the awarding body.

If the awarding authority accepts an appeal, an investigation will be carried out. of the results of the candidates or the center, as well as the procedures of the contracting entity. An appeal investigation does not usually involve a additional review of the candidates' work.

If an original script has been returned to the center in accordance with the agreements of access to the scripts, you will not be able to subsequently become part of a investigation into the results or an appeal.

### **Who can appeal?**

Appeals are accepted from:

- Centers on behalf of individual candidates or groups of candidates; therefore, students should process their appeal through the exams team.
- Private candidates (i.e., a candidate who follows a course of study independently, but registers and takes an exam at an approved examination center).

Please note that awarding bodies do not accept appeals from internal candidates and/or - their parents or guardians.

### **How to appeal**

Candidates must approach the examining team to present their appeal request.

A centre director must submit a written request for a Stage 1 appeal to the relevant awarding body.

Appeals must be submitted within two calendar weeks of receiving the result of the consultation. This period is determined by the



regulatory bodies and does not include the time that the center may remain closed for vacation.

The head of the center filing the appeal must explain the nature of the problem as clearly as possible.

The Code of Practice issued by the regulators states that appeals should focus on whether an awarding body has:

- used procedures that were consistent with the Code of Practice;
- applied its procedures appropriately and fairly in reaching its rulings.

When an appeal request is received, awarding bodies have various mechanisms to decide whether or not to accept it. An awarding body may refer the request to a committee or subcommittee. Alternatively, a senior official within the awarding body may make the decision.

The decision to accept or reject the appeal is based on:

- the reasons for the appeal given by the center candidate or individual;
- if a query on the results has been completed;
- the deadline for processing the request.

If an appeal is not accepted, the reasons for this will be given.

What happens during a Stage 1 appeal investigation?

The first stage of the appeal process involves an examination of the case by a senior official of the awarding body, with no prior experience in the matter. This investigation will take into account the appellant's written submission. It will also include a review of all the awarding body's procedures followed to obtain the awarded outcome(s), whether those procedures complied with the Code of Practice, and whether they were applied fairly.

The procedures subject to review cover all processes involved in and leading to the awarding of marks. The appeals process is not directly concerned with judging the quality of candidates' work, as this is the responsibility of senior examiners and moderators.

An appeal investigation generally does not involve further review of the candidates' work, but such action may be authorized after the Stage 1 or Stage 2 Appeal.



Following the investigation, the appeal will be either rejected (dismissed) or allowed (admitted). If it is approved (admitted), any necessary further review of the candidates' examinations or results will be conducted. Such review will always be conducted in full compliance with the Code of Practice and the procedures agreed upon by Dō University. A report on the investigation of the Stage 1 Appeal containing the awarding body's decision will be sent to the centre director or the private candidate.

All JCQ awarding bodies will deal with appeals from Stage 1 as quickly as supported by a scan exhaustive review of the case.

## **Stage 2 Appeals**

If the Head of Centre remains dissatisfied with the outcome of the Stage 1 Appeal, a written request (using form JCQ/APP 1) must be submitted to a Stage 2 Appeal to the relevant awarding body.

The Stage 2 Appeal request must be submitted within two calendar weeks of receiving the letter with the outcome of the Appeal.

Stage 1. This period is determined by the regulatory bodies and does not include the time that the center may remain closed for vacation.

The Stage 2 Appeals process is designed to ensure that the director of the center or the particular candidate has the formal opportunity to present your case before an impartial body appointed in accordance with the Code of Practice. The center director could delegate this responsibility to a member of the center's staff.

For a Stage 2 Appeals hearing, the adjudicating bodies usually convene a panel of 3 or 4 people, selected from a larger group of persons who are not directly employed by the awarding body and who have received training to resolve appeals. At least one of the members of the panel will be an "independent member". (The members Independents are people who have not had other responsibilities in said awarding body for at least the previous five years).



## Time scales

The awarding bodies aim to complete both Stage 1 as then (unless the outcome leads the appellant to withdraw the application) the Stage 2 hearing within 50 business days\* of filing of the original appeal request.

\*Working days between December 25 and January 1, inclusive, will be excluded from the 50 permitted working days.

The awarding bodies aim to complete all the Stage 1 and Stage 2 appeals arising from the June series of exams before February 14 of the following calendar year and on any exam taken in other series according to a comparable schedule.

## **Appeals against decisions made in malpractice cases**

### Introduction

Malpractice is a term used to describe all forms of irregularity or non-compliance with rules in examinations and assessments, for example, plagiarism in coursework, the introduction of unauthorized material into the examination room, or poor administration.

Appeals may be filed against sanctions imposed by the awarding body in cases of malpractice. The decision to dismiss the contract cannot be appealed.

### **Who can appeal?**

Center directors may appeal sanctions affecting the center or its staff members (including contracted workers), and on behalf of candidates registered or enrolled through the center.

Members of the center's staff or staff hired by a center (for example, example, external supervisors) can appeal the sanctions imposed on them. impose.





Private candidates may appeal any sanctions imposed on them.

Third parties who have been prohibited from taking exams or assessments before an awarding body may appeal that decision.

Please note that internal candidates and/or their parents/guardians do not have right to appeal directly to the body that issues the certificate.

Claims must be submitted to the center director through the team examiner. The decision of the center director on whether or not to proceed with a appeal is final.

### **How to appeal**

The candidate must contact the examination team and notify them of their wish to appeal. The appeal request will be forwarded to the center director.

The head of the center will decide whether or not the appeal is admissible.

If an appeal is filed, the head of the center or a member of staff must submit a written request for appeal to the awarding body corresponding.

Appeals must be submitted within two calendar weeks.

following receipt of the malpractice decision. The agencies adjudicators will reject appeals submitted outside this period.

The head of the center or staff member submitting the appeal should explain the reasons for the appeal as clearly as possible and should present any relevant additional evidence to support the appeal.

Appeals must be based on reasonable grounds related to the incident in question.

The following are acceptable grounds:

- The incident was not dealt with in accordance with the procedures published in the JCQ publication Suspected Examination and Assessment Malpractice;
- New evidence (including medical evidence) has emerged that modifies the Basis for the decision. The following do not, in themselves, constitute grounds appellate.
- The individual had no intention of cheating.
- The individual has an impeccable academic record.
- The individual could lose a university place.
- The individual regrets his actions.



The awarding bodies reserve the right to refuse acceptance.

of an appeal request at this time if there is no further evidence to consider whether the grounds for appeal are weak or unjustified.

### **Time scales**

All appeals will be processed as expeditiously as is consistent with a thorough examination of the case.

### **Resources relating to access agreements and special consideration\_**

#### Introduction

Awarding bodies recognize that some candidates are unable to demonstrate their achievements due to:

- A permanent or long-term disability, a learning difficulty, or a medical condition;
- A temporary disability, illness or indisposition immediately prior to the examination;
- English is a second or additional language;
- The immediate circumstances of the evaluation.

Access agreements are approved before an exam or assessment and are intended to enable achievement to be demonstrated.

Following an examination or assessment, special consideration is given to ensuring that a candidate who experiences an illness, injury, or temporary indisposition, or who is disadvantaged by the immediate circumstances of the examination, receives some form of compensation.

If the center director or the private candidate does not agree with the decision taken, you must send a written request setting out the reasons for a Stage 1 appeal to the relevant awarding body.

### **Who can appeal?**

Appeals are accepted from:

- heads of centres representing a candidate or group of candidates.
- Private candidates.

Please note that internal candidates and/or their parents/guardians do not have right to appeal directly to the body that issues the certificate.

Claims must be submitted to the center director through the team examiner. The decision of the center director on whether or not to proceed with a appeal is final.



### **How to appeal**

The candidate must make a representation to the head of the Center through the Examining team.

Before filing an appeal, the center director may discuss the situation with the contracting body officials responsible for the appeals. Sometimes these conversations allow the matter to be resolved without need to resort to appeal.

The appeal request must be submitted within two calendar weeks of receiving the original decision letter and must explain the reasons for the appeal. This timeframe is determined by regulators and does not include any time the center may be closed for vacation.

### **What happens during a Stage 1 appeal investigation?**

The investigation of a Stage 1 Appeal involves a reexamination of the case by one or more senior officials of the relevant adjudicating body. This official must have had no prior involvement with the case. The review of a Stage 1 Appeal will take into account the appellant's written submission and will include a review of all relevant guidelines, any precedents, and the procedures followed in reaching the appealed decision.

The awarding bodies will process Stage 1 appeals as expeditiously as possible, following a thorough analysis of the case. The outcome of the appeal will be announced as soon as it is available.

A letter with the decision will be sent to the director of the private center/candidate. granting body and a summary of the results of the Appeal review from Stage 1 when the Stage 1 Appeal review is completed.

### **Stage 2 Appeals**

If the candidate for school or private school director disagrees with the outcome of the Stage 1 Appeal, they must submit a written request to the relevant awarding body for a Stage 2 Appeal hearing. The body will conduct the hearing before a Stage 2 Appeals Panel.

This appeal request must be submitted within two calendar weeks of receiving the outcome of the Stage 1 Appeal. This timeframe is determined by regulators and does not include any time the center may be closed for vacation.



### **Other avenues of appeal**

The Stage 2 panel's decision on access arrangements denied before the exams will be final. The Examinations Appeals Board (EAB) does not hear appeals against decisions on access arrangements before exams.

The EAB may, at its discretion, accept such appeals after publication of the results. Center directors or private candidates should contact directly with the EAB for more information.

In relation to appeals for special considerations, the Committee of

The Education Appeals Board (EAB) may, at its discretion, accept an appeal.

Center directors should contact the EAB directly to obtain

advice. If the EAB refuses to accept an appeal, the panel's decision

Stage 2 appeals from the awarding body will be final.

### **Time scales**

All appeals will be processed as expeditiously as is consistent with a thorough examination of the case.

### **Review of administrative decisions**

During the processing of any series of examinations, circumstances arise that lead awarding bodies to make decisions that may affect a candidate's results. When these decisions involve a value judgment, may be reviewed by the officials of the awarding body. The directors of the center affected by these administrative decisions must be put in contact contact the appropriate appeals officer to raise your concerns.

The most common types of administrative decisions that may be subject to review are listed below. Please note that this list is not exhaustive and that other types of administrative decisions may also be subject to review.

- Decisions taken in cases of very late arrival
- Decisions made in cases of missing scripts
- Decisions involving the use of estimated ratings
- Decisions taken regarding extensions to the results consultations



## **Appendix 4: Word Processor Policy**

Students will be able to use a computer with a word processor, with the spelling and grammar checking disabled and predictive text disabled, as long as it is your usual way of working at the center, unless the entity grantor indicates otherwise. This also includes a braille machine electronic or a tablet.

### **The word processor:**

- It must be used as a typewriter, not as a database, although standard format software is acceptable. It must be free of any previously stored data, as must any portable storage media used.

No candidate should use an unauthorized USB flash drive. When necessary, the center must provide the candidate with a USB flash drive, free of any previously stored data. They must be arranged so that other candidates are not disturbed or able to read the memory.

Screen. If a candidate using a word processor is accommodated in another room, a separate invigilator will be required. They must be connected to a printer to print the exam, or have the option to print from a portable storage device. This must be done after the exam has finished. The candidate must be present to verify that the printed work is theirs. Word-processed exams must be attached to any answer booklets containing some of the answers; they must be used to produce scripts under secure conditions, otherwise they may be rejected; they must not be connected to an intranet or any other means of communication;

must not give the candidate access to other applications such as calculators, spreadsheets, or graphics packages unless they have been given permission to use them; must not have any predictive text software or automatic spelling and grammar checker enabled unless the candidate has been permitted a scribe or is using speech recognition technology (a scribe cover sheet must be completed) or the awarding body's specification permits the use of automatic spell checker;

- must not include voice recognition technology unless the candidate has permission to use a scribe or relevant software;



- must not be used on behalf of the candidate by a third party unless the candidate has permission to use a write.

### **Appendix 5: Identification Procedure**

- Before the exam begins, the proctor must confirm the candidate's identity using a dated photo ID, usually the candidate's university ID.
- Supervisors will clearly mark on the seating chart the absent candidates and will report the names to the principal supervisor.
- External or private candidates must bring a properly dated photo ID, for example, driver's license or passport.
- The lead invigilator should inform the examination team about missing candidates for follow-up.
- Candidates arriving without proper ID should be referred to Student Records/ Reception to request that they verify the student is enrolled and print a university ID with temporary photograph.
- If necessary, a senior member of staff can be asked for assistance, for example, when several people are missing.

### **Appendix 6: Non-exam assessment/controlled assessment policy**

#### **What does this policy affect?**

This policy affects the delivery of courses containing one or more Non-Exam Assessment (NEA), Controlled Assessment (CA) and Time-Controlled Assessment (TCA) components, including the reformed GCE and GCSE qualifications.

#### **Purpose of the policy**

The purpose of this policy, as defined by JCQ, is

procedures for planning and managing non-examination assessments, defining the roles and responsibilities of staff with respect to non-examination assessments, and managing the risks associated with non-examination assessments.



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## Procedures for planning and managing non-assessments related to exams, identifying the functions and staff responsibilities

### Deputy Director of Quality

- Ensures the center's internal appeal procedures are detailed clearly the procedure that candidates (or their parents/guardians) must follow to appeal internal assessment decisions (grades assessed by the centre) and request a review of the centre's grade.

### Head of Learning

- Ensure the correct conduct of non-examination-based assessments (including endorsements) that comply with the awarding body's subject-specific instructions
- Ensures that internal standardization procedures are followed as a consortium.
- Understands the responsibility to immediately inform the relevant awarding body of any alleged, suspected or actual incident of malpractice involving candidates, teachers, supervisors or other administrative staff.
- Are you familiar with the JCQ publication Suspected Examination Malpractice? and evaluations: policies and procedures
- Ensures that teaching staff members involved in the direct supervision of candidates producing assessments not intended for examination are aware of the potential for malpractice and ensures that teaching staff are reminded that failure to report allegations of malpractice or suspected malpractice constitutes malpractice in itself.
- Confirms that teachers and candidates use appropriate awarding body forms and templates for non-assessment assessments based on exams (including passes).
- Ensures that adequate procedures are in place to internally standardize/verify grades awarded by teachers in the subject in accordance with the criteria of the awarding body.
- Ensures that subject teachers understand their role and responsibilities within the evaluation process without exams.
- Ensures that the specific instructions of the awarding body are followed in relation to the performance of non-exam-related assessments (including passes).
- Reviews moderator reports and ensures that necessary corrective action is taken before the next set of exams.





### Subject teacher

- Understand and follow the general instructions detailed in NEA
- Verify that the tasks and approach adopted are appropriate and in line with ethical standards and responsibilities for the protection of center.
- Where the granting body can also provide them, understand and comply with the body's specifications
- grantor to conduct non-test-based assessments, including subject-specific instructions, teacher notes, or additional information on the website of the granting body.
- Rate the internally assessed work according to the criteria provided by the granting body.
- Inform candidates about the criteria used to evaluate their work.
- Identify the dates by which candidates must complete tasks.
- Access the established tasks with enough time to allow planning, resource allocation and teaching, and ensures that materials are stored safely at all times.
- Checks the specific subject requirements of the awarding body, ensuring that candidates perform the tasks in which conditions and the required supervision arrangements.
- Ensures that there is sufficient oversight to allow a candidate's work to be authenticated.
- ensures that there is sufficient oversight to ensure that the work a candidate submits is their own.
- When candidates are able to work in groups, a record is kept of each candidate's contribution.
- When reviewing candidates' work, unless prohibited by law specification, provides general oral and written advice to candidates.
- Record any assistance provided beyond general advice and consider it in the grade or send it to the external examiner.
- Ensures that, once the work has been evaluated, candidates cannot revise it.
- It refers to the specification of the awarding body to determine where word and time limits apply/are mandatory.
- When the specifications of the awarding body allow collaboration or group work, it is guaranteed that it is possible to attribute evaluable results to individual candidates and the work of each candidate is evaluated individually.
- Keeps signed candidate statements on file until the deadline for results inquiries has passed or until any appeal, malpractice, or other results inquiries have been completed, whichever is later.



- When there is doubt about the authenticity of a candidate's work or if malpractice is suspected, follow the authentication procedures and malpractice information outlined in NEA and informs the examination officer
- Obtain informed consent from students at the beginning of the course whether videos or photographs/images of the candidates will be included as evidence of participation or contribution.
- When candidates perform work under formal supervision and send it, it is guaranteed that the work is stored safely until the closing date to make inquiries about the results.
- Ensures that candidates' work is supported when completed on the computer.
- Communicates with the IT team to ensure that the necessary adequate arrangements to restrict access between sessions to candidates' work when the work is stored electronically
- Escalate and report any alleged, suspected or actual incident of misconduct. praxis involving candidates for deputy director.
- Rate and score candidates' work according to the criteria rating provided by the awarding body.
- Inform candidates of their qualifications, which may be subject to change through the awarding body's moderation process.
- Indicate on the work (or cover) the rating date
- Enter and submit grades accurately online through the extranet site insurance of the granting body, keeping a record of the grades awarded up to the external deadline.
- Provide the moderation sample and authentication of the candidates' work before the deadline, including a record of names and numbers of candidates whose work was included in the moderation sample.
- Work with the SENCo to ensure that all access arrangements for eligible candidates are implemented for assessments.

### **Exam Manager**

- The JCQ publication updated annually points out Instructions for Carrying out assessments without exams on the staff of the corresponding center
- Performs tasks that may be applicable to the administration support role/ management of non-exam-related assessments.



- Has knowledge of available individual services after the evaluation components results internal ados Oh external mindful of the evaluations non-exam-based courses, as detailed in the JCQ publication. Post-results services (Information and guidance to centres...)
- Provides/instructs relevant center staff and candidates information on post-assessment services
- results. Ensure that the awarding body's attendance record for any external assessment component is completed correctly and, if applicable, sent to the awarding body's examiner along with the assignment. Retain a copy of the attendance record until after the closing date for queries regarding series results.
- of exams. It guarantees that for the
- Postal moderation: The work is sent in packaging provided by the awarding body. The moderator labels provided by the awarding body are affixed to the packaging. A proof of posting is obtained and kept on file until the final results are successfully issued.
  - Any sample returned after the moderation is recorded and returned to the subject teacher for review. safe storage and required retention.
- When a candidate is eligible for special consideration, he or she submits the form or the required application through the secure extranet site of the contracting body within the prescribed period.
- Keeps the required evidence on file to support the request.

### **IT Team**

- Ensures that appropriate arrangements are in place to restrict access between sessions to candidates' work when the work is stored electronically.

### **Special Educational Needs Coordinator (SENCo)**

- Follow the regulations and guidelines of the JCQ Acuerdos publication of access and reasonable adjustments
- When the agreements do not undermine the integrity of the qualification and it is the form normal course of work of the candidate, it will be ensured that access arrangements are in place and that the approval of the awarding body has been obtained, where necessary, before assessments are carried out.
- Inform subject teachers of any access arrangements for eligible candidates that should apply to the evaluations.



- I will ensure that subject teachers to ensure that requirements are met for candidates for assessments that require facilitator support for assessments.

## **Practical Skills Approval for Advanced Level in Science, designed for use in England**

### **Deputy Director**

- Provide a signed declaration as part of the annual National Register of Centre Numbers Update, stating that all reasonable steps have been or will be taken to ensure that all centre candidates have had or will have the opportunity to undertake the prescribed practical activities.
- Ensures that new teacher leaders complete the required training provided by the awarding body on implementing the practical certification.

### **Head of Learning / Teaching and Learning Manager**

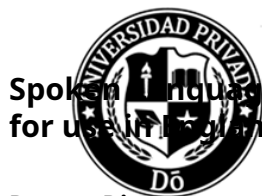
- Confirms understanding of the Practical Skills Endorsement for Advanced Level in Science, designed for use in England
- Carry out the training provided by the agency grantor on the implementation of practical support.
- Disseminates information to subject teachers to ensure that standards can be properly applied.

### **Subject teacher**

- Ensures that all certification-related requirements are known and understood. Ensures
- that the necessary preparations for practical activities are implemented.
- Provides all required center records. Ensures
- that candidates provide the required records.
- Provide all required information to the subject manager regarding the follow-up visit
- Assess candidates using the Common Practical Assessment Criteria (CPAC)
- Request an exemption when a candidate cannot access the practical certification due to a substantial disability.
- Follow the awarding body's instructions for submitting candidates. Pass or Not Ranked evaluation result.

### **Exam Officer**

- Follow the awarding body's instructions for submitting candidates. Pass or Not Ranked evaluation.



**Deputy Director**

- Provide a signed declaration as part of the annual National Register of Centre Numbers Update, stating that all reasonable steps have been or will be taken to ensure that all candidates at the centre have had or will have the opportunity to undertake the spoken language certification.

**Head of Learning / Teaching and Learning Manager**

- Ensures that appropriate mechanisms exist for the internal standardization of assessments. Confirms the
- Understanding Spoken Language Approval for GCSE Specifications of the English language designed for use in England
- Ensures that subject teachers follow the required instructions for setting up tasks and completing assignments.
- same. Ensures that subject teachers assess candidates, either live or via recordings, using the common evaluation criteria.
- Ensures that recordings are provided for monitoring purposes audiovisual presentations of a sample of candidates.

**Subject teacher**

- Ensures that all backup-related requirements are known and understood. Follows instructions.
- required for task setup and task execution.
- Evaluate candidates, either live or from recordings, using common evaluation criteria.
- Provides audiovisual recordings of the presentations of a sample of candidates for monitoring purposes.
- Follow the awarding body's instructions for submitting grades (Pass, Merit, Distinction, or Unclassified) and storing and sending recordings.

**Exam Officer**

- Follow the awarding body's instructions for submitting grades and storing and sending recordings.

**Appendix 7: Complaints Procedure**

1. Curriculum area to complete the provided claim form by the granting organization, or the internal complaint form of the university, indicating the correct grade, the names of the students, units and grades.
2. The curriculum area will perform an accuracy check to ensure that:
  - a. The grade name and student names correspond to the student record in the MIS system (ProSolution).



- b. The units and grades entered correspond to the internal tracker of the curricular area.
3. Claim forms must be signed by the IV and the HOL/TLM.
3. The curriculum area sends the complaint form to the exams team at least one week before the award deadline. The curriculum team must also indicate any outstanding complaints and the reason.
4. The exams perform an accuracy check to ensure:
  - a. The name of the qualification and the name of the student correspond to the students enrolled in the MIS system (ProSolution).
  - b. The modules requested correspond to the degree being studied.
5. The exam team processes the claim on the organization's portal grantor and performs a second accuracy check on the entry data before sending it.
6. The examination team securely archives the complaints log for future reference.
7. The exam team will verify that the correct certificate has been generated the following day (if applicable).