

Policy/Procedure title	Examinations Policy
Review cycle (<i>*Please specify</i>)	1 Year
Responsible department	Examinations
Procedure *owner (<i>*Overall responsibility</i>)	Assistant Principal Funding Exams, Performance and Projects
Responsible *person (<i>if different to above</i>) *responsibility for communicating changes and staff training where appropriate	Achievement and Examinations Officer
Types of provision this procedure applies to: (<i>delete as appropriate</i>)	14-16 Study programmes 19+ Apprenticeships Higher education

Revision record		
Rev. no.	Date of issue	Details and purpose of revision
1	20/04/2025	
2	24/10/2025	Yearly review – no changes required

Equality impact assessment

Whenever a policy is reviewed or changed, its impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics

Could any staff or students be adversely impacted by this policy/process? If yes, give details and how this will be mitigated:
No

Date	Action and monitoring

EDI Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

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1 Scope

This policy aims to ensure the planning and management of exams is conducted efficiently and in the best interests of candidates and ensure the efficient operation of the exams system with clear guidelines for relevant colleagues.

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

The exams policy is reviewed every August by the Vice Principal Curriculum & Quality (VPCQ) together with the Achievement and Exams Officer (AEO).

This policy is available to candidates via the Student Portal.

2 Responsibilities

2.1 The Principal/Head of Centre:

- has overall responsibility for the college as an Examination Centre (Centre), including signing Awarding Organisation (AO) agreements and contracts
- is responsible for ensuring all suspected or actual incidents of malpractice are reported
- delegates responsibility for running the Centre to an SMT colleague, or AEO

2.2 The Vice Principal Curriculum & Quality:

- is responsible for maintaining this policy
- is responsible for contingency planning for exams administration

2.3 Achievement and Exams Officer:

- manages administration of online tests and exams
- manages registration processes for vocational qualifications
- maintains systems and processes to support timely entry of candidates for exams/online tests, their security, conduct and dispatch, including coursework
- receives, checks and stores securely exam papers and completed scripts and ensures scripts are dispatched as per AO and JCQ guidelines
- administers access arrangement approvals and applies for special consideration following AO regulations
- timetables exams and online tests, identifying and managing timetable clashes and access arrangement provision
- accounts for income and expenditures relating to exam and End Point Assessment costs/charges
- organises recruitment, training, and monitoring of external invigilators responsible for the conduct of exams and trains any colleagues involved in the provision of exams and access arrangements
- manages invigilators and Achievement and Exams Coordinator/Assistants
- arranges the dissemination of exam results and certificates to academic colleagues, managers and candidates

- ensures candidates' coursework/controlled assessment marks are submitted, with any other material required by the AO correctly and on schedule
- tracks, dispatches, and stores returned coursework/controlled assessments
- manages post-results service requests
- makes information available to candidates via Student Portal about exam conduct, coursework/NEA assessments and social media restrictions around exams (as required by JCQ)

2.4 The Additional Learning Support (ALS) Team is responsible for:

- testing candidates' requirements for access arrangements, recommending access arrangements, updating the Student Portal and collating electronic evidence portfolios making these available to the AEO.
- managing any aspect of AO inspection linked to access arrangements
- advising teaching colleagues on appropriate access arrangement provision
- creating and maintaining policies specific to their department's remit linked to exams

2.5 Invigilators are responsible for:

- the effective running of exams/online tests in accordance with AO regulations
- adhering to instructions and guidance provided in the Invigilation Guidelines document for the current academic year, in conjunction with guidance provided during the annual training event.

2.6 Faculty colleagues are responsible for:

- liaising with Exams Office about candidate registrations, entries, coursework, set tasks and results
- referring candidates for access arrangements assessments and providing evidence to support requests to the ALS Team/SENCo
- ensuring necessary coursework/controlled assessments/set tasks are completed on time
- following up suspected malpractice as per Malpractice Procedure within Assessment and Quality Assurance Policy and drawing AEO's attention to any malpractice.
- having pastoral oversight of candidates and providing guidance about exams, promoting and facilitating attendance at exams
- accurately submitting entries and adhering to deadlines set by the AEO
- accurately completing coursework/controlled assessment/set tasks and declarations
- providing coursework/controlled assessment/set task work to the Exams Office in suitable format for submission to relevant AO
- relaying information regarding special consideration requests to AEO
- providing guidance to candidates on post-results procedures

2.7 The College Information Services Team are responsible for:

- facilitating communication with candidates regarding when and where their exams are, provision of results and arrangements for certificates
- producing internal reports on exam and course statistics
- maintaining internal systems used in the administration of exams

2.8 Candidates are responsible for:

- viewing information on exams timetable and checking status of their access arrangements via Student Portal
- attending exams/online tests booked for them
- understanding coursework/controlled assessment/set task regulations and signing a declaration that authenticates any work as their own
- ensuring they conduct themselves in exams according to the AO regulations
- accessing their results via Student Portal
- collecting or arranging delivery of their certificates from Exams (where appropriate)

3 Qualifications offered

The qualifications offered at CWA are determined by Heads of Faculty and the VPCQ.

The subjects offered for these qualifications in any academic year may be found in the center's published prospectus.

Decisions on whether a candidate should be entered for a particular subject will be taken by course tutors in consultation with Programme Managers.

4 Exam series

Internal exams, external exams and assessments are scheduled by the Exams Office in line with AO deadlines and timetables.

The Centre offers assessments on-demand where the qualification allows.

5 Entries, entry details and late entries

Candidates can request a subject entry, change of level or withdrawal in discussion with course tutors.

The Centre does not accept entries from private candidates.

The Centre does not act as a Centre for other organisations.

Entry deadlines are circulated to Heads of Faculty and Programme Managers via email.

Entries/registrations will not be made for candidates who are not enrolled on the relevant qualification.

Achievement and Examination Assistants are responsible for checking entries/registrations and submitting entries/registrations to the AO by the AO deadline.

6 Exam costs/re-sits.

The cost of online tests will be met by the Centre and recharged to relevant faculty budget.

Where re-sits occur due to candidate non-attendance, the Centre may seek to recover some of these costs from the candidate. More details and some exceptions to this general rule are provided in the section “Written exams” below.

Late entry or amendment fees will be met by the Centre and recharged to relevant faculty budget.

Costs incurred by the incorrect qualification being on the learners’ ILR, or where changes to qualifications are actioned mid-course, will be met by the Centre and recharged to relevant faculty budget.

7 Exam timetables

Exam timetables are prepared by the Exams Coordinator.

First issues of timetables are produced no later than the 20th of the month prior to the month being timetabled and re-issued weekly thereafter.

Timetables are distributed by email to invigilators, support departments and representatives at each campus.

The date, time and location of candidates’ exam(s) are available on Student Portal.

8 Candidates

Documents detailing the expectations of candidates’ actions and behaviour at exams are linked to their exam information on Student Portal and, along with any other information JCQ requires to be made available to all candidates, is displayed on the exams page of the CWA website.

The Centre’s published rules on acceptable dress and behaviour always apply. Candidates’ personal belongings remain their own responsibility, and the Centre accepts no liability for their loss or damage.

In exam rooms, candidates must not have access to items other than those clearly allowed in the instructions on the question paper or in the subject specification. Unauthorised items must not be taken into an exam room and instances where unauthorised items are found will be reported to the AO under candidate malpractice regulations.

Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam at the discretion of the AEO.

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

Where a candidate leaves an exam unexpectedly the invigilator will notify the exams team. If the exam is Nationally Timetabled a member of the exams team will work with appropriate center staff (safeguarding, LSO’s, receptions, security) to locate the learner and ensure they remain under exam conditions until the ‘Golden hour’ has passed. Where the exam is not

nationally timetabled, a member of the exams team will notify the learners tutor that the candidate has left unexpectedly for them to follow up. All incidents are logged on the 'Invigilator checklist' paperwork.

8.1 Candidate unable to attend the Centre on the day of an exam

If a candidate is entered for an exam but cannot attend the Centre due to a crisis, they should contact the College at the earliest opportunity.

The AEO will communicate with the relevant AO to explore alternative options (for example, home, hospital, alternative Centre) if appropriate.

Special Consideration policies will be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the AO.

9 Special consideration

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

The candidate must support any special consideration claim with appropriate evidence by the end of the examination session.

Requests for special consideration, supported by appropriate evidence, will be processed by the AEO in accordance with AO regulations upon receipt from faculty colleagues.

10 Written exams

Requests for entries from faculty colleagues will only be accepted via the online booking system. Candidates may only take exams relating to the qualifications on which they are enrolled.

Entry deadlines are circulated by the AEO for academic colleague information.

Re-sits of A-levels and GCSEs must be supported by academic colleagues and costs may be payable by candidates, prior to entries being made.

11 Online tests

Requests for online tests will only be accepted via the online booking system.

The Exams Office will confirm online test bookings to tutor requesting them no later than two weeks prior to the test date or as soon as possible when lead-in times are reduced.

Information for the running of self-invigilated tests will be sent to the tutor requesting the tests no later than one week prior to the test date.

Information for candidates on the tests they are entered for will be available on Student Portal no later than one week prior to the test date.

12 Internally invigilated/underpinning knowledge tests

Faculty areas are permitted to manage testing (written or online) where AO rules allow and with the prior agreement of the VPCQ. Appendix B lists those areas and AOs where this agreement is currently in place.

In such instances, faculty colleagues are responsible for ensuring that AO regulations are met regarding accommodation, security of materials, training and provision of invigilators, access arrangements and malpractice.

Candidates approved for access arrangements must be provided with these arrangements for every test and use of these arrangements recorded and notified to the Exams Office.

Exams Office colleagues will carry out ad hoc checks where internally invigilated sessions take place and report findings to VPCQ.

13 Equality Legislation

Centre colleagues must ensure they meet the requirements of any equality legislation.

The Centre will comply with the legislation, including making reasonable adjustments to the service provided to candidates in accordance with requirements defined by the legislation, AOs and JCQ. This is the responsibility of the VPCQ who leads on equality and diversity.

14 Providing access arrangements for candidates in exams

For candidates with learning difficulties: tutors will follow the ALS referral process to arrange assessment for the candidate. Ensuring there is appropriate evidence for an access arrangement is the responsibility of the Exam Access Coordinator.

Requests for access arrangements for candidates with physical difficulties or other needs: tutors will refer completed portfolios of evidence to:

- the AEO– for candidates with short-term physical injuries such as broken arms.
- the ALS team– for candidates with long-term physical disabilities.

Requesting approval from the AO for access arrangements is the responsibility of the AEO, who will record the outcome of approval applications on the PDP section of Student Portal and add requirements to the learner's record on EBS.

Electronic copies of evidence will be held by the SENCo team for inspection purposes and is available to the AEO for the purpose of requesting approvals and for JCQ inspection.

Confirmation of approval for access arrangements for exams will be made available to the candidate via the Student Portal by the AEO.

Rooming for candidates requiring access arrangements will be organised by the AEO in line with AO regulations.

Access arrangements will not normally be provided by the Exams Office until two weeks after the requirements are marked 'Ready to be submitted to AO' on the PDP.

Where a candidate who has been granted access arrangements fails to use the measures put in place, the College reserves the right to withdraw the arrangements for future examinations.

15 Contingency planning

Contingency planning for exams administration is the responsibility of the VPCQ

An exams contingency plan (see Appendix A) is available in line with the guidance provided by Ofqual, JCQ and AOs.

16 Managing invigilators

External invigilators, outside of the delivery teams, will be used to invigilate examinations where at all possible.

Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of HR. DBS fees for securing such clearance are paid by the Centre.

Invigilators' rates of pay are set by the Head of HR in discussion with the Principal.

Invigilators are recruited by the AEO and timetabled, trained, and briefed by the Exams Coordinator.

Invigilator training involves shadowing experienced invigilators until such a point as competence is agreed. Mandatory briefings are conducted by the Exams Coordinator annually.

17 Inspections

The AO manages all interactions with AO inspectors or the VPCQ in their absence.

Where exams are held at multiple sites at the same time, the responsibility is delegated to the member of Exams colleagues overseeing exams at each campus.

Any aspects of inspection referring to access arrangements will be referred to the ALS team.

18 Malpractice

The Principal delegates the responsibility for investigating and reporting suspected candidate malpractice to the AEO.

Incidents of suspected malpractice will be reported to the AO by the AEO using the appropriate

AO guidance.

Any colleagues suspected of malpractice will be subject to the disciplinary procedures.

19 Clash candidates

The AEO will be responsible for supervising escorts, identifying a secure venue, and arranging overnight supervision in line with AO guidance.

20 Exam days

The AEO books exam rooms after liaison with other users and make the question papers, exam stationery, equipment and materials available for the invigilator.

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

Candidates must provide photographic ID to confirm their identity before being allowed to take an exam. Any candidate not able to provide photographic ID must have their identity verified by a member of college staff before being allowed to sit the exam/online test. Candidates unable to provide photographic ID or get a member of college staff to verify their identity will not be allowed to sit the exam/online test.

Curriculum colleagues may be present at the start of the exam to assist with identification of candidates unable to provide photographic ID only. Any colleague present must act in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.

For practical exams, subject colleague's availability and involvement will be in accordance with JCQ guidelines.

Unused papers will be distributed to teaching colleagues (where allowed) in accordance with JCQ's recommendations no earlier than 24 hours after candidates have completed the exam.

Achievement and Examinations Assistants will arrange for the secure dispatch of completed examination scripts to AOs

21 Internal assessment

The Programme Managers ensure all internal assessments/set tasks are ready for dispatch at the correct time. Work will be dispatched via the Exams Office and all submissions/dispatch will be recorded.

Marks for internally assessed work are provided to the Exams Office by teaching colleagues. Exams colleagues submit these marks to the AO.

Appeals regarding internal assessment must be submitted before the marks are provided to the Exams Office in line with the college's procedure for Academic Appeals contained within the Assessment and Quality Assurance Policy.

The Centre will not support candidate requests for post-results appeals for internally assessed units where this is likely to affect the results of other candidates within the cohort.

22 Results

Results for online tests or on-demand written papers will be given to candidates by their tutor. Tutors will be given access to secure AO websites by the AEO (where appropriate) to facilitate this.

Where applicable, candidates will receive individual results slips on results days via Student Portal.

Results information will be provided to other interested parties (Programme Managers, Heads of Faculty, and the Senior Leadership Team) by the Achievement and Exams Officer as requested.

All colleagues must abide by AO embargoes on results release.

22.1 Access to scripts (ATS) and Enquiries about Results (EAR)

Information regarding post-results services will be made available to candidates via Student Portal prior to the release of results. This information is shared with teaching colleagues involved in the delivery of the qualifications for which results are being issued.

ATS/EARs may be requested by Centre colleagues or the candidate following the release of results but only with the written consent of the candidate and via completion of the necessary paperwork including appropriate disclaimers regarding the potential for marks to go down as well as up.

The cost of ATS/EAR requests will normally be paid by the candidate but may be charged to the faculty area concerned if the request originates internally.

All processing of ATS/EAR requests will be completed by the AEO.

The College will not support requests made by candidates for EAR or ATS services where these have not been requested by the deadline stated on the results information or where the potential outcome may affect other candidates (such as re- moderation of coursework).

22.2 Claims

Submitting claims for assessed units is the responsibility of tutors.

For claims processed by the Exams Office: claims must be sent to the Exams Office via the online claim system as soon as possible after all required verification processes have taken place. These will be processed by Exams within one week of receipt.

For claims made direct to an AO by faculty colleagues: appropriately signed copies of claims

must be sent to the Exams Office.

Problems with claims such as approval issues, issues with units claimed and claims which are indicated as full but do not result in certification, will be referred to the originator and relevant faculty managers.

22.3 Certificates

Certificates will be recorded on EBS and scanned to shared drives by Achievements and Exams Assistants.

Certificates for apprentices will be dispatched to the home address recorded on EBS within two weeks of receipt and copies notified to the Work Based Learning team.

Certificates for colleagues will be processed and available for collection by colleagues within two weeks of receipt. Colleagues will be notified of collection arrangements by email. Copies of these will be provided to HR. Colleagues will be required to sign for their certificate(s).

Certificates for Employer Engagement (EE) candidates will be notified as available for collection by EE colleagues within two weeks of receipt. EE colleagues will be required to sign for certificates on collection at which point they become the responsibility of EE colleagues.

Certificates for Commercial Training will be notified as available for collection by Commercial Training colleagues within two weeks of receipt. Commercial Training colleagues will be required to sign for certificates at which point they become the responsibility of Commercial Training colleagues.

Study Programme candidates' certificates will be collated during the academic year and made available by the end of August each year (or as soon as possible if receipt is affected by external situations). Certificates will be dispatched to a candidate's home address once all certificates for the academic year relating to the candidate have been received; should candidates wish to receive a certificate earlier they must either collect in person with photo ID or request postage via the online store.

Candidates will be advised of arrangements by text/email and via appropriate social media channels.

The Centre will not pay costs incurred by the loss of certificates if the candidate failed to notify Student Services of a change of address or failed to pay for postage using a trackable method.

For genuine cases of lost certificates, the Centre will pay for a replacement certificate within 1 year of its issue from the AO. Any replacement certificates required after 1 year due to non-receipt of certificates posted by the Exams Office is the responsibility of the candidate; candidates must contact the AO directly to arrange and pay for re-print(s).

Where certificates are returned by Royal Mail as undeliverable, candidates will be contacted by phone or email to arrange re-delivery. Any certificates for candidates who have not responded to contact will be securely destroyed **18 months** after initial dispatch.

Costs incurred to replace certificates because of data issues such as incorrect name/date of birth will be charged to the candidate if they failed to have their details amended before certification or re-charged to the originating department for any oversight on their part.

Verification of certificates of past candidates will be subject to a charge. Full details are available from the Exams Office upon request.

Where a candidate requests an electronic copy of their certificates be sent to an HE institution, the Exams Office will send copies as requested only on receipt of a written request which details the candidate's express permission, the certificate(s) required, the HE institution's admissions email address, the title of the course the candidate has applied for and the candidate's UCAS number.

Former candidates can request scanned copies of their certificates on payment of the relevant charge. Copies of certificates will only be provided to candidates who attend the Exams Office in person and who can prove their identity with photographic ID – or can be sent in the post to candidates but only if they are still at the address recorded on EBS.

Where candidates fail to collect or request their certificates despite being contacted, the Exams Office will store the certificates for a full academic year after the certificate was produced. Once this time has elapsed, certificates will be logged on the destroyed certificate spreadsheet and records amended in the MIS system. Certificates will be securely destroyed.

23 Artificial Intelligence

Whilst acknowledging the risk of AI misuse for assessment is new, the same check for plagiarism can be applied alongside the use of new features on Turnitin. AI carries many advantages for candidates when applied in accordance with acceptable use and referenced accordingly as part of research for summative assessment.

The JCQ 'AI Use in Assessments' latest revision is shared with all teaching colleagues by the Exams Officer at the start of each academic year and it is made clear during induction that candidates are not to use AI to complete part/all of their assignments.

The following is classed as misuse of AI and will be treated as malpractice although the list is not exhaustive:

- Copying or paraphrasing AI generated content so the work is no longer the original submission of the candidate.
- Copying or paraphrasing whole responses of AI generated content.
- Using AI to generate parts of the assessment so the work does not reflect the candidate's own work, analysis, calculations or evaluation and conclusions.
- Failing to acknowledge, or poor/inconsistent acknowledgement, of the use of AI tools when used as a source of information
- Submitting work with intentionally incomplete or misleading reference and/or bibliographies.

APPENDIX A Exams Contingency Plan – See also: CWA Disaster Recovery Plan

A.1 Exam officer extended absence at key points in the exam process (cycle)

The department is overseen by the Vice Principal Curriculum & Quality (VPCQ) and is structured as follows:

- Achievement & Exams Officer (AEO),
- Exams Coordinator (EC),
- 5 x Achievement & Exams Assistants (AEAs)

In a period of extended absence, the EC would take responsibility for carrying out the duties of the AEO and would work in consultation with the VPCQ. Appropriate backfilling of responsibilities would then be decided upon by VPCQ.

Team members receive regular training from AOs and colleagues involved in the administration of key processes are trained on how to carry out processes and who to contact in extremes.

Should the AEO be absent for a prolonged period, the VPCQ would investigate the possibility of using a consultant to support the Exams function.

A.2 SENCo extended absence at key points in the exam cycle

This role is carried out by the Additional Learning Support Manager managing one qualified assessor. The function is overseen by the Assistant Principal Student Services. In the event of the extended absence of the post-holder, the Assistant Principal Student Services would arrange the appropriate backfilling of responsibilities or outsourcing of assessments for learners.

A.3 Teaching colleague extended absence at key points in the exam cycle

In the event of the extended absence of a teaching colleague, the Programme Manager would arrange teaching cover from within the curriculum team,

the wider college establishment or via an agency. New staff providing cover would be briefed as part of their induction process on arrangements for assessment and examinations. Their practice in terms of assessments would be monitored by an experienced colleague.

A.4 Absence of key staff within the exam governance structure

The first point of escalation for the AEO would be the VPCQ. Should the VPCQ be absent this would escalate to the Principal who would take on responsibility or designate an alternative member of SMT to take on these responsibilities until such time as the VPCQ was able to resume this role.

A.5 Invigilators - lack of appropriately trained invigilators or invigilator absence

New invigilators undergo a period of shadowing, following appointment. They are only allowed to work independently once they and the AEO are happy that processes and procedures are understood and that invigilators are competent. Annual training sessions are held for all invigilators to refresh their knowledge and communicate JCQ regulation changes and update local information.

Within the wider establishment, colleagues are required to assist during main exam sessions (mainly GCSE English and Maths) and are trained by the AEO/EC regarding their responsibilities and duties.

The college also trains colleagues undertaking the Learning Support Officer (LSO) role in invigilation and specific access arrangement provision. The AEO/EC liaises with LSO Supervisors to ensure that LSOs can support the provision of access arrangements for exams.

Minor absence issues (such as an invigilator calling in sick) are covered by a member of the Exams team or attempts are made to contact another invigilator from the pool.

The college maintains a pool of around 25 external invigilators and up to 100 members of the wider establishment (including LSOs) are trained in the provision of access arrangements.

A.6 Exam rooms - lack of appropriate rooms or main venues unavailable at short notice

The college is a large organisation with several campuses and rooming resources. Most exams are accommodated within standard size classrooms/IT suites and the Exams team works closely with the College's timetabling team to use rooms effectively and at short notice.

Large spaces exist within each campus (for example learning resource centres, performance areas) where standard teaching usage can be suspended so that large exams can be held. Local resources such as hotels and leisure centres (Lynn sport) are used where resources on campus are not adequate. The inability to secure external space would result in the college timetable being collapsed so that exams could be accommodated onsite.

A.7 Failure of IT systems

The college minimises any IT disruption via resilient design and preventative maintenance. In the event of an issue, it would be dealt with in accordance with the college Disaster Recovery Plan which is tested and updated regularly. Where such failure impacted on scheduled exams steps would be taken to reschedule these exams where possible, and where not, options to sit these exams 'offline' or at another campus/local provider would be investigated in co-ordination with the AO.

Exam entries are recorded and submitted via the EBS system, which is developed and supported by a third-party supplier. In the event of system issues, the third-party supplier is contacted for resolution or workaround.

A.8 Disruption of teaching time – Centre closed for an extended period

In the event of the Centre not being able to open as normal alternative options would be explored, such as moving provision to another campus with the associated transport arrangements or an external location (such as leisure centres, hotels, local schools).

Where local or national restrictions mean that the Centre cannot open, alternative methods of learning will be put in place or timetables amended to accommodate learners in restricted accommodation. In such instances, details would be communicated via the college website, messaging facilities and Student Portal. Colleagues would be informed via the college's website, messaging facilities and the Staff Portal.

A.9 Centre unable to open as normal during the exams period

In the event the Centre cannot open as normal, the AEO would communicate with the relevant AOs and alternative options explored, such as moving provision to another campus with the associated transport arrangements or an external location (such as leisure centres, hotels, local schools). In instances where the Centre is unable to open due to local or national restrictions, the AEO will follow the directions of government/regulators/AOs and implement the required alternative methods of assessment.

In all such instances, details would be communicated to candidates via the college website, messaging facilities and Student Portal. Colleagues involved in exams already scheduled (including invigilators) would be contacted by email and telephone.

A.10 Candidates unable to take examinations because of a crisis – Centre remains open

Response is dependent on the type of issue. Procedure for absence outlined in examinations policy is made available to all candidates. If a candidate can sit the exam but cannot attend the Centre due to a crisis, the AEO would communicate with the relevant AOs and alternative options would be explored (for example, home, hospital, alternative Centre).

Appropriate use of Special Consideration policies would be applied should the candidate/candidates be unable to attend due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the AO.

A.11 Disruption to assessments or exams due to industrial action

The Principal will ensure the Centre remains open for assessments/exams where possible, even if the college is closing/restricting attendance for other learners.

A.12 Disruption to the transportation of completed examination scripts

All scripts are returned using the designated dispatch methods prescribed by the AO concerned. Where this becomes unavailable or inappropriate, the

AO will be contacted to discuss suitable alternatives.

Where the dispatch of completed exam scripts is disrupted by industrial action of couriers/mail services, all scripts will be securely stored until the period of industrial action is complete – at which point scripts will be dispatched as normal.

A.13 Assessment evidence is not available to be marked

In the event of large-scale damage or destruction of completed examination scripts/assessment evidence before it can be marked the AEO would notify the AO immediately. Marks would be submitted based on appropriate evidence and candidates would be given the opportunity to retake in a subsequent series.

A.14 Centre unable to distribute results as normal

The Centre distributes the results 'as normal' electronically and securely via the Student Portal. Should this not be possible due to IT system failures, hard copy results would be distributed to candidates by collection in person or post.

APPENDIX B Internally Invigilated/underpinning knowledge tests

Only those listed below have an agreement to manage testing locally and only for these specific AOs and circumstances.

Area	Awarding Organisation	Circumstances	Date agreement last reviewed
Hair & Beauty	City & Guilds	Underpinning knowledge tests only	31/09/2020
Technology	IMI	All summative tests	31/09/2020
Technology	CITB	CSCS tests	31/09/2020
Computing		Microsoft Online Specialist (MOS) tests	31/09/2020