



**EXAMINATIONS POLICY**

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**AUTHOR: STEWART TAIT**

WMG ACADEMY FOR YOUNG ENGINEERS

EXAMINATIONS POLICY

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1. Purpose

- The purpose of the WMG Academy examination policy is:
  - to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates
  - to ensure the operation of an efficient exam system with clear guidelines for all relevant staff

- It is the responsibility of everyone involved in the academy's exam processes to read, understand and implement this policy
- The exam policy will be reviewed annually
- The exam policy will be reviewed by the Chief Executive, Associate Principal and MIS/Exam Officer on an annual basis.

## 2. Exam responsibilities

The Chief Executive Officer:

- has overall responsibility for the WMG Academies as exam centres and advises on appeals and remarks
- is responsible for reporting all suspicions or actual incidents of malpractice as referred to in the JCQ document *Suspected malpractice in examinations and assessments*.

The Examinations Officer in conjunction with the Associate Principal/ Principal

- ensures that WMG Academies are always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of examinations / assessments
  - manages the administration of public and internal exams
  - advises the Senior leadership team, Leads of subjects and teachers and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies
  - oversees the production and distribution to staff and candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events
  - ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them
  - consults with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines
  - provides and confirms detailed data on estimated entries
  - receives, checks and stores securely all exam papers and completed scripts
  - administers access arrangements and makes applications for special consideration using the JCQ publications Access arrangements, reasonable adjustments and special consideration documents
  - identifies and manages exam timetable clashes
  - prepares and presents reports to the SLT showing results achieved in relation to expected grades and comparable data for previous years using national benchmark data
  - line manages the exam invigilators in organising the recruitment, training and monitoring of a team of exams invigilators responsible for the conduct of exams
  - submits candidates' coursework marks, tracks despatch and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule
  - arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests
  - maintains systems and processes to support the timely entry of candidates for their exams
  - observation of invigilators in line with regulations from Awarding Bodies
- at least 2 (and no more than 6) members of centre staff should be authorised to handle secure electronic materials (online examinations), one of whom must be the exams officer\*. Other members of centre staff may assist with printing and collation provided they are under supervision. (\*For AQA examinations, one member of centre staff can be authorised to handle secure electronic material / online examinations).

#### The Associate Principal/ Principal

- organises teaching and learning
- manages external validation of courses followed at key stage 4/post-16.
- Ensures that the SENCo performs the following tasks:
  - identification and testing of candidates, requirements for access arrangements
  - the provision of additional support – with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates achieve their course aims
  - Administration of access arrangements.

#### The Director of Finance

- accounts for income and expenditures relating to all exam costs/charges in conjunction with the Examinations Officer and the Associate Principal/ Principal.

#### Leads of subjects are responsible for:

- guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries
- involvement in post-results procedures
- accurate completion of coursework mark sheets and declaration sheets
- accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer
- management of their curriculum areas to ensure that exam entries, coursework submission and appeals are submitted on time in line with the deadlines set by the Examinations Officer
- ensures that during the completion, marking and until the appeals process is complete that coursework is held securely
- ensure that their teachers are aware of the JCQ: Instructions for the Conduct of Examinations and follow the regulations for Controlled Assessment and Examinations.

#### Teachers are responsible for:

- notification of access arrangements requirements (as soon as possible after the start of the course)
- submission of candidates' names and entries to Curriculum Lead
- ensuring that coursework is held securely during completion, marking and afterwards until the appeals process is complete.

#### Lead invigilator/invigilators are responsible for:

- collection of exam papers and other material from the exams office before the start of the exam
- completing the exam attendance register. The attendance register will list: a. the centre number; b. paper details, including tier, and date of examination; c. candidate numbers and candidate names; d. whether candidates were present or absent for the examination (section 22.1/22.3 JCQ ICE)
- the attendance register is a key part of the process of identifying candidates present in the examination room (section 22.2 JCQ ICE)
- establishing the identity of all candidates sitting examinations. The invigilator/s must carry out adequate checks on the identity of all candidates. This can be through: photo ID on the desk

and/or the student wearing their lanyard/photo ID in the exam. In addition, senior members of centre staff, such as an Assistant Headteacher, who have been authorised by their head of centre may be present at the start of the examination to assist with the identification of candidates (section 16.1 JCQ ICE)

- collection of all exam papers in the correct order at the end of the exam and their return to the exams office.

All staff are responsible for declaring any conflict of interests:

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

Candidates are responsible for:

- confirmation and signing of entries
- understanding coursework regulations and signing a declaration that authenticates the coursework as their own
- Following the examination regulations as laid down by JCQ within all examination rooms and during controlled assessment.

### 3. Qualifications offered

- The qualifications offered at this centre are decided by the Chief Executive, Associate Principal and Leads for subjects
- The qualifications offered are GCE, OCR Technical, BTEC and GCSE and other applicable general and vocational qualifications
- The subjects offered for these qualifications in any academic year may be found in the WMG Academy's course information booklets for that year. If there has been a change of specification from the previous year, the exams office must be informed by 1<sup>st</sup> September each year
- Informing the exams office of changes to a specification is the responsibility of the teacher
- Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the candidates, parents/carers, SENCo, subject teachers and Lead of Subject
- The Associate Principal / Principal must be consulted and agreed before any candidate is withdrawn.

### 4. Exam series

External exams and assessments are scheduled in November, January, March and May.

The Chief Executive, Associate Principal and Leads of Subject decide which exam series are used in the academy.

On-demand assessments can be scheduled only in windows agreed between the exams officer and the senior leadership team.

## **5. Timetable**

Once confirmed, the exams officer will circulate the exam timetable for internal exams and external exams.

## **6. Entries, entry details and late entries**

### **Entries for exams:**

- Candidates are selected for their exam entries by the Leads for subjects and the individual teachers
- Candidates or parents/carers can request a subject entry, change of level or withdrawal
- The WMG Academy only accepts entries from external candidates in exceptional circumstances and must be agreed in conjunction with the Chief Executive
- Entry deadlines are circulated to Leads of Subject via email and briefing.

### **Late entries for exams:**

- Late entries for exams are authorised by Associate Principal/ Principal and the Director of Finance
- Late entries/amendments will come out of subject budgets unless the Chief Executive directs otherwise.

### **Retake of examinations:**

- Candidates are allowed to retake exams in accordance with the regulations for that qualification and examination board
- Re-sit decisions will be made in consultation with candidates, teachers and the Associate Principal.

## **7. Exam fees**

- The WMG Academy will pay all normal examination fees on behalf of candidates
- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies
- Late entry or amendment fees are paid for by subjects
- Fee reimbursements are sought from candidates who fail without good reason to complete the requirements of a public exam where the governing body originally paid/agreed to pay the fee
- Candidates must pay the fee for an enquiry about a result should the WMG Academy not uphold the enquiry and the candidate insist on pursuing the enquiry.

## **8. The Equality Act 2010, Special Needs and Access Arrangements:**

### **The Equality Act**

The Disability Discrimination Act 2005 and further The Equality Act 2010 extends to all qualifications. All exam centre staff must ensure that the Access arrangements and Special Consideration regulations and guidance are consistent with the law.

The WMG Academy will meet the requirements of the Equality Act 2010 by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the SLT, the Examination Officer and the SENCo.

### **Special Needs:**

- A candidate's additional needs requirements are determined by the SENCo and other specialist advisers
- All teachers will be informed of learner's additional needs before starting on a course
- The SENCo will arrange for assessment of access arrangements and inform teachers of any special arrangements. The SENCo can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in the exam.

### **Access arrangements:**

- Making access arrangements for candidates to take exams/controlled assessments is the responsibility of both the SENCo and exams officer
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the exams officer
- Rooming for access arrangement candidates will be arranged by the SENCo with the exams officer. Candidates with access arrangements will be identified on seating plans and invigilators will be informed
- Invigilation and support for access arrangement candidates will be organised by the SENCo with the exams officer. The person appointed cannot be a relative, friend or peer of the candidate. A private tutor cannot facilitate an access arrangement.

## **9. Contingency planning**

Contingency planning for exams administration is the responsibility of the Associate Principal/Principal.

## **10. Estimated grades**

Leaders of subjects and teachers are responsible for submitting estimated grades to the exams office when requested by the exams officer.

## **11. Managing invigilators and exam days**

### **Internal examinations:**

Where possible WMG Academy staff will be used for the invigilation of internal exams.

### **External examinations:**



- Recruitment and management of invigilators, if deemed appropriate, is the responsibility of the Examination Officer and the Associate Principal
- Training records for invigilators will be held on record until after the close of the examination season including EAR
- Invigilators will be made aware of the Checklist for invigilators and the content of their training will be made available for inspection
- Securing the necessary DBS clearance for new invigilators is the responsibility of HR
- Invigilators are timetabled and briefed by the Examination Officer and the Associate Principal
- Invigilator's rates of pay will be set by the Director of Finance.

### Exam days

- The exams officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilators
- The exam room will provide candidates with appropriate conditions for taking the examination including heating, lighting, ventilation and noise
- The exams officer will provide seating plans for exam rooms according to JCQ and awarding body requirements
- Internal tests, mocks or revisions sessions will not be held in a designated examination room. The room is designated when the examination officer prepares it, up until the examination has finished and materials cleared from it
- The examinations team is responsible for setting up the allocated rooms
- The lead invigilator will start all exams in accordance with JCQ guidelines
- Subject teachers are not allowed into examination rooms
- Senior staff, approved by the Head of Centre, who have not taught the subject may be present at the start of the examination
- No revision or coaching of candidates will be held in the examination room prior to the exam starting
- In practical exams, subject staff may be on hand in case of any technical difficulties however there must be an invigilator present at all times
- Each room will display the date and a clock that shows the actual time
- Exam papers must not be read by subject staff or removed from the exam room before the end of a session or read by the invigilator during the exam. Papers will be distributed to them at the end of the exam session
- The attendance register must be completed before the end of the examination
- Invigilators will be made aware of those candidates with access arrangements and the particular access arrangement awarded at the beginning of each examination.

### 12. Candidates, clash candidates and special consideration

- The WMG Academy's published rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic devices apply at all times
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage
- Candidates are under formal examination conditions from the moment they enter the examination room until the point where they are permitted to leave. They must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room
- Disruptive candidates are dealt with in accordance with JCQ guidelines
- Candidates may bring in **no** unauthorised items into the examination room this includes Mobile phones, **watches**, MP3/4 players, iPods or technology that may be web enabled



- Candidates may only leave the exam room for a genuine purpose and are required to return immediately to the exam room. They must be accompanied by a member of staff at all times. This must not be their subject teacher
- The examination officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

### **Clash candidates**

For clash candidates, the supervision of escorts, identifying a secure venue and arranging overnight supervision is the responsibility of the exams officer and is in accordance with JCQ regulations. All forms must be kept for review until the close of the formal exam series.

### **Special consideration**

- Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the exams officer, or the exam invigilator, to that effect
- The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example, by providing a letter from the candidate's doctor
- The exams officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

## **13. Coursework and appeals against internal assessment**

### **Coursework:**

- Candidates who have to prepare portfolios should do so by the end of the course or centre defined date
- It is the duty of the Lead of subjects to ensure that all internal assessment is ready for dispatch at the correct time. The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent
- Marks for all internally assessed work and estimated grades are provided to the exams office by subject teachers
- All internal assessment must be kept securely as candidates complete it, whilst it is being marked and after final submission until the appeals process has been completed
- Further information can be found in the Non-examination policy of WMG Academy Trust.

### **Appeals against internal assessments:**

Candidates who wish to appeal against an internal assessment should refer to the Non-Examination policy of WMG Academy Trust.

## **14. Results, enquiries about results (EARs) and access to scripts (ATS)**

- Candidates will receive individual result slips on results days in person at the WMG Academy or by post to their home address [candidates to provide SAE]
- Arrangements for the WMG Academy to be open on results days are made by the SLT and the examinations officer
- The provision of staff on results day is the responsibility of the SLT.

## EARs

- EARs may be requested by staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested
- If a result is queried, the exams officer, teaching staff and the Associate Principal will investigate the feasibility of asking for a re-mark at the centre's expense
- When the centre does not support a candidate or parent's request for an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

## Access to Scripts

- After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained
- GCSE re-marks cannot be applied for once a script has been returned.

## 15. Certificates

- Certificates are presented in person or collected and signed for
- Certificates may be collected on behalf of a candidate by third parties, provided they have been authorised to do so
- Replacement certificates are only issued if a candidate agrees to pay the costs incurred
- The centre retains certificates for three years.

## 16. Secure delivery of material

- **Secure materials will be signed for by reception who will record their delivery in the examinations delivery log.** On receipt of deliveries, the receptionist will inform the examinations officer to collect them immediately from reception. They will be temporarily locked into the store cupboard behind reception. The examinations officer will sign for them on collection from the reception store in the examinations delivery log
- The examination officer will then lock them into the secure store with the Secure log attached having checked them. This will be no later than the following working day
- Any issues with packages, including material received in error will be reported immediately to the relevant awarding body
- All examination papers will be stored in the secure storage facility. All examination stationary will be stored in the secure room. There is restricted access to this room
- Mock examinations and internal academy tests may be stored in the secure room. They must be sorted separately though from "live" awarding body material and be clearly labelled
- Papers will be logged out of the exam secure store, signed for by the senior invigilator on the Secure log. The exam officer will cross check with another member of staff that the correct examination packages are being released for the exam and this will be logged and signed, this includes when papers have to be opened prior to the exam for access arrangements preparation
- Scripts will be then marked off against the attendance register and signed for on the secure log by the Senior invigilator and Examinations officer. They will be bagged up with the attendance register and seating plan and put into the secure store until collection

## 17. Evacuation of the Examination room in event of an emergency:

In the event of an emergency the evacuation of the examination room procedure should be followed in Appendix 1. All appropriate measures should be taken to ensure that the examination and the

candidates do not compromise the examination regulations as laid out in JCQ: Instructions on the Conduct of examinations.

**18. Procedure in the event of a Centre lockdown.**

In the event of a centre lockdown during the conduct of examinations the procedure in Appendix 2 should be followed.

**19. Complaints and Appeals**

If a parent or a student wishes to complain about the WMG Academy delivery or administration of a qualification they should refer to Appendix 5.

**20. Contingency day**

The WMG Academy will inform all candidates of the contingency day designated by the awarding bodies for the summer series. This is to be used in the event of a national or local disruption to examinations and not for internal use.

**21. Retention of Records**

Records of exams must be held and retained or disposed of in accordance with Appendix 4 of this policy.

**22. Monitoring, Evaluation and Review**

The policy will be reviewed.

## **Appendix 1: Emergency evacuation procedure for examinations**

### **When is an emergency evacuation required?**

An emergency evacuation is required where it is unsafe for candidates to remain in the exam room. This might include a fire in the exam room, the fire alarm sounding to warn of fire, bomb alert or other serious threat.

In exceptional situations, where candidates might be severely disadvantaged or distressed by remaining in the exam room, the emergency evacuation procedure may also need to be followed. This might include situations where there is severe disruption in the exam room, serious illness of a candidate or invigilator or similarly serious incidents.

### **Emergency evacuation of an exam room**

#### **Roles and responsibilities**

##### **Head of Centre: Chief Executive**

- Ensures the emergency evacuation policy for exams is fit for purpose and complies with relevant health and safety regulation

##### **Senior leader**

- Where responsible for the centre-wide emergency evacuation procedure, ensures all staff and appointed fire marshals are aware of the policy and procedures to be followed when an emergency evacuation of an exam room is required

##### **Special educational needs coordinator (SENCo)**

- Ensures appropriate arrangements are in place for the emergency evacuation of a disabled candidate from an exam room where different procedures or assistance may need to be provided for the candidate
- Ensures the candidate is informed prior to taking their exams of what will happen in the event of an emergency evacuation

##### **Exams officer**

- Ensures invigilators are trained in emergency evacuation procedures and how an incident and actions taken must be recorded
- Ensures candidates are briefed (*Candidate exam handbook*), prior to exams taking place, on what will happen in the event of an emergency in the exam room
- Provides invigilators with a copy of the emergency evacuation procedures for every exam room
- Provides a standard invigilator announcement for each exam which includes appropriate information for candidates regarding what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room
- Liaises with the SENCo and other relevant staff prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
- Briefs invigilators prior to each exam where different procedures or assistance may need to be provided for a disabled candidate

- Ensures appropriate follow-up is undertaken after an emergency evacuation reporting the incident to the awarding body and the actions taken through the *special consideration* process

### **Invigilators**

- By attending training, ensure they understand what to do in the event of an emergency in the exam room
- Follow the actions required in the emergency evacuation procedure issued to them for every exam room
- Ensure that candidates close their answer booklets
- Confirm with the exams officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating

### **Other relevant centre staff**

- Support the senior leader, SENCo, exams officer and invigilators in ensuring the safe emergency evacuation of exam rooms

### **Before the examination starts:**

The invigilator of the examination in reading the instructions to candidates should identify to them the nearest evacuation point to the examination room and assembly point outside.

They should also remind candidates that they should leave examination papers and answers within the room and should not remain in silence throughout the evacuation.

### **In the event of an evacuation the following procedure will be followed;**

- The time of the evacuation will be noted by the Senior Invigilator and the start time and length of the examination.
- All examination questions, answer papers and materials should be left on the candidate's exam desk and NOT removed.
- Candidates should be reminded they need to remain in **SILENCE** and are under examination conditions still and under **NO CIRCUMSTANCES** should they talk to one another or use a mobile phone. A breach of regulations could mean disqualification from their examinations.
- Candidates should leave their belongings behind exiting by the nearest evacuation point. Candidates must NOT take their mobile phones or other electronic devices with them. This would be a breach of examination board regulations and risk disqualification from the examination
- Registers should be taken out by the invigilator and candidates should assemble at the identified fire point. They should line up in examination paper order. E.g. GCSE Biology. Candidates must be isolated from other students and remain in silence.
- The examinations officer and a member of SLT should be alerted at the earliest stage to the situation.
- If the building is cleared for entry then examination candidates should be given priority. The examination should be restarted once all the candidates are back and settled into the examination room. The examination should be restarted and candidates should be given the full time for the length of the examination
- If the building is not cleared for re-entry, then candidates should be kept in silence until the scheduled end of the examination before being dismissed.

- The Examinations officer should contact the Awarding Body immediately, when it is safe to do so, for advice and complete relevant forms as appropriate.

## **Appendix 2: Evacuation of the examination room in the event of a centre lockdown during the conducting of exams**

### **Lockdown procedure**

#### **Before an examination**

- If a lockdown is required as candidates are entering/waiting to enter the exam room, the following procedure will be employed:
- A member of SLT will be present around exam room areas
- Candidates will be instructed to enter the exam room immediately
- Candidates will be instructed to remain silent, hide under exam desks or sit against a wall/around a corner but not near the door
- Where safe/possible, the SLT member will communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on 'silent' mode)
- The exams officer will collate the information from all exam rooms and forward this to the head of centre immediately
- Invigilators will
  - lock all windows and close all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
  - take an attendance register/head count if possible
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room.

#### **During an examination**

- If a lockdown is required during the exam/when candidates are in the exam room, the following procedure will be employed:
- Invigilators will:
  - tell candidates to stop writing immediately and turn their papers over.
  - collect the attendance register
  - make a note of time when the examination was suspended
  - instruct candidates to remain silent, leave all examination materials on their desks and hide under exam desk
  - where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on 'silent' mode).
  - lock all windows and close all curtains/blinds
  - switch off all lights
  - lock all doors and/or use tables, or any other furniture, to barricade the entrance to the examination room
  - (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room



- Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately
- The head of centre will make informed decisions on alerting parents/carers, awarding bodies and emergency services
- If appropriate, where safe/possible, and following centre policy, the exams officer (or invigilators in the absence of the exams officer) will initiate the emergency evacuation procedure
- The exams officer will collect all examination papers and materials for safe/secure storage following advice from the appropriate awarding bodies.

#### **After an examination**

If a lockdown is required after the exam/as candidates are leaving the exam room, the following procedure will be employed:

Invigilators will:

- stop dismissing candidates from the exam room
- instruct candidates who have left the room to re-enter the exam room
- instruct candidates to remain silent and hide under examination tables
- where safe/possible, communicate (via mobile phone/walkie talkie) the situation to the exams officer (ensuring that all mobile phones/walkie talkies are on 'silent' mode).
- lock all windows and close all curtains/blinds
- switch off all lights
- lock all doors and/or use tables, or any other furniture, to barricade the entrance to the exam room
- (if the threat is a chemical or toxic release) instruct candidates to cover their nose and mouth (their own clothing can be used) and attempt to use anything to hand to seal up cracks around doors and any vents into the room
- Where safe/possible, the exams officer will collate the information from all exam rooms and forward this to the head of centre immediately.

#### **Ending a lockdown**

The lockdown will be ended by either

- the sound of a defined alarm or
- the identification/authorisation of Emergency Service officers/SLT/head of centre entering each exam room
- A specific word or phrase may be used to confirm that the instruction to end the lockdown is genuine.

Invigilators will undertake a head count/register and confirm attendance with the exams officer/SLT.

Where applicable and if advised to do so by SLT/ head of centre, and following JCQ guidelines, if there is sufficient time remaining, candidates may restart their examination.

### **Restarting examinations**

Invigilators will then:

- ask candidates to return to their desks, remind them they are under exam conditions and allow a settling down period
- recalculate the revised finish time(s) to allow for the full exam time
- tell the candidates to turn their papers over and re-start their exam
- amend the revised finish time(s) on display to candidates
- note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding bodies and where relevant, any centre-wide lockdown recording form/log).

### **The exams officer will**

- provide a report of the incident for awarding bodies (via the special consideration process or as advised by awarding bodies)
- safely/securely store all collected exam papers and materials pending awarding body advice/guidance.

### **3.5.2 SLT/exams officer will**

- negotiate any alternative exam sittings with the awarding bodies as required.
- offer, arrange and provide support services to staff and candidates
- At the earliest opportunity, SLT/head of centre will prepare a communication to parents/carers advising them of events (including relevant actions and outcomes)
- Where possible, exams staff and candidates will be invited to attend an assembly lead by the head of centre to discuss the lockdown and offer ongoing support
- If this is not possible, communications will be provided via a centre text/email/newsletter and information uploaded to the centre website.

### Appendix 3: Internal Appeals Procedures

#### Appeals against the WMG Academy's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms WMG Academy compliance with JCQ's *General Regulations for Approved Centres*, that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by [insert your centre's process detailing how candidates are informed].

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

*Enquiries about results* (EARs) offers three services.

- Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.

If a concern is raised about a particular examination result, the exams officer, teaching staff and Associate Principal will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, for example, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf].

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre, by completing the **internal appeals form** at least 10 working days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 5 working days of the notification of the outcome of the EAR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.]

#### Appendix 4: Exams Data Retention Protocol

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
Access arrangements information	Any hard copy information kept by the EO relating to an access arrangement candidate.	To be returned to SENCo as records owner at end of the candidate's final exam series i.e Y11 or Y13.	As per SEN files
Alternative site arrangements	Any hard copy information generated on an alternative site arrangement. Notifications submitted online via CAP.	To be retained until the closure of the affected examination series.	Confidential waste
Attendance register copies	Any register completed in the examination room, any seating plans and any registers completed during the dispatch of examination scripts.	Keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later, for awarding reference.	Confidential waste
Awarding body administrative information	Any hard copy publications provided by awarding bodies.	To be retained until the current academic year update is provided.	Recycling
Candidates' scripts	Any unwanted copies of scripts returned to the centre through the Access to Scripts (ATS) service.	To be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts.  Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner.	Confidential disposal
Candidates' work	Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period.	To be logged on return to the centre and immediately returned to subject staff as records owner.  To be stored safely and securely along with work	Returned to candidates or confidential waste

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
		that did not form part of the moderation sample (including materials stored electronically) until the end of the examination series.	
Certificates	Candidate certificates issued by awarding bodies.	Retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue. However, candidates should be informed that some awarding bodies do not offer a replacement certificate service.	Confidential waste
Certificate destruction information	A record of unclaimed certificates that have been destroyed.	A record of certificates that have been destroyed should be retained for four years from their date of destruction.	Confidential waste
Certificate issue information	A record of certificates that have been issued.	A record should be kept of the certificates that are issued and signatures sought from candidates on collection. This should be retained for four years from date of issue.	Confidential waste
Confidential materials: initial point of delivery logs, receipt, secure movement and secure storage logs	Logs recording awarding body confidential exam materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room for transfer to the centre's secure storage facility.	Records should be retained for the duration of the examination series.	Confidential waste
Conflicts of Interest records	Records demonstrating the management of Conflicts of Interest which may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be	The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
	requested in the event of concerns being reported to an awarding body.		
Dispatch logs	Proof of dispatch of exam script packages to awarding body examiners covered by the <u>DfE (Standards &amp; Testing Agency) yellow label service</u>	Records should be retained for the duration of the examination series.	Confidential waste
Entry information	Any hard copy information relating to candidates' entries.	Records should be retained for the duration of the examination series.	Confidential waste
Exam question papers	Question papers for timetabled written exams.	Retained in secure storage until after the published finishing time of the examination and then released for teaching and learning purposes.	Issued to subject staff
Exam room checklists and invigilation arrangements	Checklists confirming exam room conditions and invigilation arrangements for each exam session.	Records should be retained for the duration of the examination series.	Confidential waste
Exam room incident logs	Logs recording any incidents or irregularities in exam rooms for each exam session.	The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Finance information	Copy invoices for exams-related fees.	To be returned to the Finance department as records owner at the end of the academic year.	As per finance files
Invigilator and facilitator training records	A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste



Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
Moderator reports	Moderator reports	(Where printed from electronic copy) To be immediately provided to the head of department as records owner.	Confidential waste
Moderation returns logs	Logs recording the return of candidates' work to the centre by the awarding body at the end of the moderation period	Retained until the end of the moderation or until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Overnight supervision information	Any hard copy information relating to overnight supervision arrangements. Reports submitted online via CAP.	Retained and available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Post-results services: confirmation of candidate consent information	Hard copy or email record of required candidate consent	Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.	Confidential waste
Private candidate information	Any hard copy information relating to private candidates' entries.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Proof of postage – candidates' work	Proof of postage of sample of candidates' work submitted to awarding body moderators.	Must obtain proof of postage/despatch for each packet of scripts, which must be retained on the centre's files until the results are published, in case of loss or damage.	Confidential waste

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
Resolving timetable clashes information	Any hard copy information relating to the resolution of a candidate's clash of timetabled exam papers	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste
Results information	Broadsheets of results summarising candidate final grades by subject by exam series.	Records for current year plus previous 6 years to be retained as a minimum.	Confidential waste
Special consideration information	Any hard copy information relating to a special consideration application which has been submitted to an awarding body for a candidate and signed evidence produced by a senior leader in support of the application.	All applications must be supported by signed evidence produced by a member of the senior leadership team. The centre must retain this evidence until after the publication of results.	Confidential waste
Suspected malpractice reports/outcomes	Any hard copy information relating to a suspected or actual malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.	Retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Confidential waste

## Appendix 5: Complaints and Appeals for Exams

This procedure confirms WMG Academy for Young Engineers' compliance with JCQ's General Regulations for Approved Centres 2023-2024 that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

### Grounds for complaint

A candidate may make a complaint on the grounds below (this is not an exhaustive list).

#### Teaching and learning

- Quality of teaching and learning, for example
  - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - Teacher lacking knowledge of new specification/incorrect core content studied/taught
  - Core content not adequately covered
  - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks.

#### Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

#### Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment

- Candidate entered for a wrong tier of entry.

### **Conducting examinations**

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidates on the outcome of a special consideration application.

### **Results and Post-results**

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidates without gaining required candidate consent/permission.

### **Complaints and Appeals Procedure**

If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification that they are following, WMG Academy encourages them to try to resolve this informally in the first instance. If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

Any formal complaints made should be done so in line with the Academy's Complaints Policy, which is available on the Academy website or by request from Reception.

Name of complainant/appellant	rt to complainant/appellant
Candidate name if different to complainant/appellant	
Please state the grounds for your complaint/appeal below:	
<p>If your complaint is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)	
Complainant/appellant signature:	Date of signature:

**Complaints and Appeals Form**

**Date Received:**

**Ref No:**

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

This form must be completed in full - an incomplete form will be returned to the complainant/appellant

**Complaints and Appeals log**

[Insert your centre’s process on the use of this log, for example - On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.]

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## Appendix 6: Risk Assessment and Contingency Planning for Examinations

Risk	Early warning	Control to prevent	Control to resolve	Key Person
Bad weather	Weather report	<ul style="list-style-type: none"> <li>Possible delay to start of exam</li> </ul>	<ul style="list-style-type: none"> <li>Delayed start</li> <li>Contact awarding body</li> <li>Isolation of candidates if late</li> <li>Hold staggered sessions</li> <li>Special consideration.</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive</li> <li>Exams Manager</li> <li>Exams Officer</li> <li>Exams Officer</li> <li>Exams Manager</li> </ul>
Transport problems	Weather report	<ul style="list-style-type: none"> <li>Possible delay to the start of exam.</li> </ul>	<ul style="list-style-type: none"> <li>Delayed start</li> <li>Contact awarding body</li> <li>Isolation of candidates if late</li> <li>Hold staggered sessions</li> <li>Special consideration</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive</li> <li>Exams Manager</li> <li>Exams Officer</li> <li>Exams Officer</li> <li>Exams Manager</li> </ul>
Invigilator does not turn up	Phone call	<ul style="list-style-type: none"> <li>Invigilator timetables –</li> <li>Sign tear off slip to confirm dates</li> <li>Reserve identified</li> </ul>	<ul style="list-style-type: none"> <li>Reserve invigilators on call</li> <li>Supply agency on call</li> <li>EO to cover if necessary</li> </ul>	<ul style="list-style-type: none"> <li>Exams Officer</li> <li>Principal/Associate Principal</li> <li>Exams Officer</li> </ul>
Fire alarm goes off		<ul style="list-style-type: none"> <li>Clear fire evacuation procedure read out to students in exams and displayed</li> </ul>	<ul style="list-style-type: none"> <li>Ensure invigilators are aware of policy and trained.</li> <li>SLT to assist in maintaining security of exams.</li> <li>Allocate specific areas for exams in fire evacuation.</li> </ul>	<ul style="list-style-type: none"> <li>Exams Manager</li> <li>Principal/Associate Principal</li> <li>IT and Facilities Manager</li> </ul>
Student taken ill during exam		<ul style="list-style-type: none"> <li>Invigilators trained on who first aiders are.</li> </ul>	<ul style="list-style-type: none"> <li>Invigilator aware of policy</li> <li>First aider on call.</li> <li>Special consideration for all students.</li> </ul>	<ul style="list-style-type: none"> <li>Exams Manager</li> <li>Principal/Associate Principal</li> <li>Exams Manager</li> </ul>
Students do not turn up for exam		<ul style="list-style-type: none"> <li>Student timetables</li> <li>Information from learning tutors</li> </ul>	<ul style="list-style-type: none"> <li>Register taken before the exam starts.</li> <li>Students contacted</li> <li>Late arrivals – board room</li> <li>Reserve invigilator</li> </ul>	<ul style="list-style-type: none"> <li>Exams Officer</li> <li>Reception staff</li> <li>Exams Officer</li> </ul>
Students turn up who are not entered		<ul style="list-style-type: none"> <li>Ensure entry lists are checked, signed and returned</li> </ul>	<ul style="list-style-type: none"> <li>Find a paper</li> <li>Seat student</li> <li>Amend attendance list and make entry.</li> <li>Inform SLT</li> </ul>	<ul style="list-style-type: none"> <li>Exams Officer</li> <li>Invigilator</li> <li>Exams Officer</li> <li>Principal/Associate Principal</li> </ul>



Cheating in the room	Invigilator reports problem	Warning to candidate information from tutor	<ul style="list-style-type: none"> <li>● Invigilator aware of policy</li> <li>● SLT on-call to deal with malpractice issue</li> <li>● Head of Centre informed</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager</li> <li>● Principal/Associate Principal</li> <li>● Chief Executive</li> </ul>
Disruption in the room	Invigilator reports problem	Warn candidate Inform EO re problem Students to isolate.	<ul style="list-style-type: none"> <li>● Invigilator aware of policy</li> <li>● SLT on-call to deal with malpractice issues</li> <li>● Head of Centre informed</li> <li>● Parents informed</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager</li> <li>● Principal/Associate Principal</li> <li>● Chief Executive</li> <li>● Principal/Associate Principal</li> </ul>
Late arrivals	Phone call or just turn up late	Candidate timetable Parent receive timetable Timetable on VLE	<ul style="list-style-type: none"> <li>● Invigilator aware of policy.</li> <li>● Complete late arrivals form.</li> <li>● Register early and phonenumber home</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager</li> <li>● Exams Manager</li> <li>● Invigilator/Reception</li> </ul>
EO does not turn up	Phone call	Regular meetings with Vice Principal Plans left securely in exams office for following day	<ul style="list-style-type: none"> <li>● Seating plans for each day in secure area of exams officer</li> <li>● AP to take charge</li> <li>● Reserve invigilators</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Officer</li> <li>● Principal/Associate Principal</li> <li>● Exams Officer</li> </ul>
Exam room flooded or unusable	Check room or invigilator reports problem	Regular premises checks by site team in hour before examinations	<ul style="list-style-type: none"> <li>● Find alternative accommodation.</li> <li>● Special consideration.</li> </ul>	<ul style="list-style-type: none"> <li>● IT and Facilities Manager</li> <li>● Exams Manager</li> </ul>
EO leaves/long term sick	Notification from EO	Regular meeting with AP	<ul style="list-style-type: none"> <li>● SLT to have a back-up policy.</li> </ul>	<ul style="list-style-type: none"> <li>● Principal/Associate Principal</li> </ul>
Wrong entry made – incorrect paper		Regular checking of entry sheets, signed and dated by Directors Field by EO	<ul style="list-style-type: none"> <li>● Contact the awarding body for a copy of paper if necessary.</li> <li>● Provide exam paper, seat and amend entry.</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager</li> <li>● Invigilator</li> </ul>
Damage to office		Regular premises checks Secure locked Control of keys to office	<ul style="list-style-type: none"> <li>● Need awarding body handbooks, new equipment, phone line and office space.</li> <li>● Copies of relevant information from Leads of subjects</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager</li> <li>● Exams Manager</li> </ul>
System failure or power cut		Back up regularly of Progresso	<ul style="list-style-type: none"> <li>● Contact RM support</li> <li>● Contact awarding bodies to inform entries will be late.</li> </ul>	<ul style="list-style-type: none"> <li>● IT and Facilities Manager</li> <li>● Exams Manager</li> </ul>
Receiving inaccurate or late entry information		Entry sheets signed and dated Regular meetings with SLT	<ul style="list-style-type: none"> <li>● Recurring problems raised with</li> </ul>	<ul style="list-style-type: none"> <li>● Exams Manager and Principal/Associate Principal</li> </ul>

Change of specification and no notification	Pre-release material does not arrive. Materials arrive that are not expected.	Ensure entry checklists are correct by learning tutors Regular updates from AB Regular checking of end dates for qualifications	<ul style="list-style-type: none"> <li>• Contact awarding body for advice</li> <li>• Special consideration if allowed</li> </ul>	<ul style="list-style-type: none"> <li>• Exams Manager</li> <li>• Exams Manager</li> </ul>
Lead teacher long term sick or leaves	Resignation or sick note.	Plans for year on assessment	<ul style="list-style-type: none"> <li>• Replacement to be nominated and EO to have input in training.</li> </ul>	<ul style="list-style-type: none"> <li>• Exams Manager</li> </ul>
Awarding body communications systems fail	Papers do not arrive, on-line systems incorrect, difficult to contact by telephone.	Check examination papers as they arrive Contact AB for those not arrived within 2 weeks of exams,	<ul style="list-style-type: none"> <li>• Identify papers not arrived</li> <li>• Contact Awarding Body</li> </ul>	<ul style="list-style-type: none"> <li>• Exams Manager</li> <li>• Exams Manager</li> </ul>
Staff absence	Sickness or planned absence	Restrict planned absence.	<ul style="list-style-type: none"> <li>• Exams Manager to step in for Exams Officer</li> <li>• Chief Executive to step in for Principal/Associate Principal</li> <li>• Executive Assistant to step in for Exam Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Exams Manager</li> <li>• Chief Executive</li> </ul>

#### Key Personnel:

- **Chief Executive and Head of Centre**
- **Associate Principal, WMG Academy Solihull**
- **Principal, WMG Academy Coventry**
- **Exams Manager**
- **Exams Officer, WMG Academy Coventry**
- **Exams Officer, WMG Academy Solihull**
- **IT and Facilities Manager**
- **Executive and Operations Assistant to the CEO.**