

Examinations & Registrations Policy

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Introduction

This document has been produced to ensure that all staff involved in the administration of examinations comply with College and awarding body policies.

The document will also provide a clear policy statement for learners undertaking examinations and assessments at the College.

1. Policy Purpose

The purpose of this examination policy is to meet the awarding body requirements in terms of the:

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

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

This policy should also be read in conjunction with:

- Joint Council for Qualifications (JCQ) 'ICE' Instructions for conducting examinations.
- JCQ Suspected malpractice in examinations and assessments policy
- JCQ Instructions for conducting coursework
- JCQ Instructions for conducting non-examination assessments for (GCE & GCSE specifications)
- JCQ Regulations and Guidance on Access Arrangements, Reasonable Adjustments and Special Considerations for the Conduct of Examinations
- The Additional Learning Needs Code for Wales 2021 [here](#)

The above procedures are additional to any guidelines or regulations an awarding body may issue. If there is a conflict between the awarding body's guidelines or regulations and these procedures, the JCQ instructions shall prevail.

The JCQ is the single voice for member awarding bodies which are AQA, City & Guilds, CCEA, OCR, Pearson, NCFE, SQA and WJEC.

2. Exam responsibilities

Examinations Manager

The Examinations Manager under the direction of the EMIS Director:

- has operational responsibility for the exams function across the college
- helps to develop systems and processes which facilitate the efficient processing of data with appropriate checks and audit trails
- ensures an effective process is in place to audit examination and assessment activities
- advises all staff on appeals and reviews of marking
- works with the Head of Quality in the investigation and reporting of incidents of malpractice in line with the College Malpractice Policy
- establishes an annual examination and assessment timetable in conjunction with Heads of Schools and other stakeholders
- advises all stakeholders on JCQ/Ofqual and awarding body regulations and procedures
- organises an annual programme of staff development and invigilation training
- keeps records of conflicts of interest for examination staff, including dedicated online exams invigilators, who have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres. A list of trained invigilators can be obtained from the examinations officers.
- Applies to the awarding body for any Special Considerations

Senior Examinations Officer:

- deputises for and assists the Examinations Manager when required
- has responsibility for the operation of exams in relation to the A Level Centre
- advises staff on appeals and reviews of marking
- assists the Examinations Manager in providing invigilation training to staff
- creates examination and assessment timetables for timetabled exam series in conjunction with Exams Officers

Examination Officers are responsible for:

- administration of public and internal exams, including registrations, exam entries, maintenance of exam records, liaising with awarding bodies and Centre staff
- monitoring and auditing the operation of exams and other assessments
- advising subject tutors and support staff about the annual examination timetable and administration procedures, including deadlines as set by awarding bodies
- ensure that candidates are informed of and understand those aspects of the exam timetable that will affect them
- consult and advise staff to ensure that coursework, controlled assessments and non-examination assessments are completed in a timely manner and in accordance with

JCQ / awarding body regulations, supply awarding bodies with data on estimated entries

- receive, check and securely store examination papers and materials, completed scripts, attendance registers, seating plans and access arrangements documentation
- work with Learning Support and Specialist Assessment Coordinators to ensure access arrangements for special consideration are in place according to JCQ / awarding body regulations
- maintain a register to record the issue and return of examination papers / scripts
- identify and manage exam timetable clashes
- authorise the payment of examination invoices
- assist in arranging invigilation training for staff
- compiling invigilation packs for placement in all examination rooms
- track candidate coursework results, controlled assessments and non-examination assessment marks for submission to awarding bodies
- receive returned assessment material and forward to the relevant school for secure storage and in accordance with JCQ / awarding body regulations
- arrange for dissemination of exam results to the relevant Faculty Administrator
- arrange for certificates to be logged on the MIS System and stored for collection by learners
- process resits, appeals and review of marking requests

Heads of Schools are responsible for:

- ensuring that appropriate arrangements are in place so that staff are aware of the Examinations Policy and procedures and that appropriate administrative arrangements are in place to facilitate the operation of examinations and assessments within their schools.
- ensuring teaching staff adhere to deadlines set by the Examinations Officer
- ensuring teaching staff complete examination and assessment documentation on time and in accordance with awarding body regulations
- ensuring teaching staff submit registrations, examination entries, amendments, withdrawals, online examination requests and transfers on time to the Examinations Office or the Campus Online Exams Assistant where required
- coordinating rooms, invigilation and timetabling of examinations and assessments within their schools and ensuring that appropriate invigilators and rooms are allocated for both written and online tests where the dedicated online exams room is not available.
- ensure that any Conflict of Interest is identified, recorded and directed to the Head of Quality and Examinations Manager who will forward to the relevant awarding body.
- Ensuring that invigilators appointed by the School have completed Invigilation Training and top-up training via the CPD Hub.

Teaching Staff are responsible for:

- adherence to deadlines as set by the Examinations Officer
- accurate completion of requests for registrations, exam entries, online examinations and certification claims
- notifying Learning Support of possible access requirements as soon as possible after the start of the course and thereafter informing Examination Officers of these arrangements on each occasion an examination entry/test booking is requested
- the accurate completion of coursework mark sheets, controlled assessment mark sheets and non-examination assessment mark sheets
- completing declaration sheets by external deadline dates
- the accurate recording of marks on awarding body online systems, by the deadlines set by Exams Officer (internal or external)
- submit marks (electronically or paper based) to awarding bodies
- despatch of samples for moderation,
- submitting candidate and examination details to the Examinations Officer (or Campus Online Exams Assistant where required) by the requested internal deadline date and ensure rooms and invigilation arrangements are in place prior to requesting examination entry
- invigilating examinations within the school / faculty and undergoing annual invigilation training organised by the Examinations Manager

The Access Arrangements Coordinator is responsible for:

- the identification and testing of candidates' requirements for access arrangements and ensuring this is their normal way of working, otherwise access arrangements will not be allowed
- ensuring that a Normal Way of Working (NWOW) form is completed at the beginning of each academic year for learners requiring access arrangements
- notifying the Examinations Office of all approved 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
- requesting access arrangements via awarding body websites (or in conjunction with Faculty Administrators) and providing relevant evidence for exam officer's file
- providing readers/scribes to assist learners granted access arrangements during examinations
- ensuring requests for separate accommodation meet the guidelines set down by Qualifications Wales

Invigilators and Online Exams Assistant are responsible for:

- familiarising themselves with the invigilation booklet provided by the Exams Officer
- ensuring that all exams invigilated comply with JCQ/Ofqual Instructions for conducting examinations (ICE) regulations and/or awarding body regulations

- ensuring they attend invigilation training sessions annually via the Staff CPD Hub
- collecting and returning examination material/scripts from the Examination Officer
- ensuring all JCQ examination posters are displayed and no additional material relating to the examination is displayed within the examination room
- ensure all candidates sitting examinations are identified by I.D. cards and are identified before any exam instruction is given
- the completion and signing of the exam attendance register on completion of the exam
- checking that learners are sat according to the seating plan (and signing the plan)
- collating examination papers in the correct order (as per awarding body attendance register) and returning scripts to the Examinations Officer immediately following the exam.

Online Exams Assistants are responsible for

- timetabling exams via EBS Shape
- maintaining the room and equipment in association with Estates and IT Services
- providing results where staff do have access to the results portal
- Invigilating online exams and written exams when they are available

Candidates are responsible for:

- confirming re-sit examination entries where payment is required
- understanding coursework, controlled assessment and non-examination assessment regulations and signing a declaration that authenticates their work as their own
- conducting themselves according to examination rules and regulations

Faculty of General Education

The following will apply in relation to A Level & GCSE Examinations:

The Examinations Officer is responsible for:

- Coordinating with the Head of School and course/subject tutors to ensure the efficient processing of exam entries
- entering learners for examinations
- advising Campus Office of accommodation requirements
- liaising with HOS to establish invigilation requirements and timetabling rooms
- meeting with the Learning Support Team to confirm access arrangements and other special requirements

Campus Office is responsible for:

- Liaising with the Exams Officer to arrange suitable accommodation for examinations including any additional rooms required for Access Arrangements.

Head of School is responsible for:

- Liaising with Exams Officer and teaching staff to compile a timetable for the invigilation of A Level and GCSE examinations.

3. Online Examinations / Assessments

For the purpose of conducting Online Exams/assessments, the College must identify suitable rooms at each centre for these assessments to take place. Heads of Schools will be responsible for allocating invigilators and rooms on campuses where a dedicated examination room/invigilator has not been identified.

The Examinations Officer will book the assessment if the room, invigilators, IT Support and any Access Arrangements are in place

Once booked, the Exams Officer will confirm details with the course/subject tutor and/or FA. The Exams Officer will send all necessary paperwork for the exam to the Invigilator and/or FA.

4. Exam Series

Heads of Schools will be asked by the Senior Exams Officer for details of examination requirements at the beginning of each academic year.

Internal & External exams, assessments and online tests are scheduled throughout the academic year, subject to timetabling by the awarding body, and requests made via schools

Internal examinations and assessments are held under external JCQ examination conditions.

On-demand assessments can be scheduled only in windows agreed between the Examinations Officer and the teaching staff.

The College does not act as an examination centre for other organisations or private candidates.

5. Timetable

Once entries are confirmed, the Examinations Officer will circulate the National Written Exam Timetable for external examinations. Heads of School will arrange appropriate rooms and allocate invigilators from staff within their own curriculum area except for online exams taking place in dedicated online exam rooms.

Heads of School will inform Campus and Learner Services of rooms which are being used for examination purposes except GCE / GCSEs, where the Examinations Officer will liaise with Campus and Learner Services and Faculty Administrator to produce a timetable.

The Learning Support Team will arrange the allocation of readers, scribes and provision of laptops for those learners with approved access arrangements in conjunction with curriculum area staff for both online tests and written examinations.

6. Entries, Entry Details, Late Entries and Resits

Candidates are selected for their exam entries by their subject tutor. All amendments, withdrawals or subject entry changes must be authorised by the Head of School.

The college does not accept any entries from external candidates. Candidates will only be entered for exams for subjects on which they have a current enrolment.

Internal and external entry deadlines are circulated to Curriculum area staff via email. It is necessary to adhere to internal deadline dates to allow Examinations Officers sufficient time to address any queries before the external deadline date.

If the learner is required to pay for a resit then the entry form must be accompanied by a payment receipt. The learner must complete a resit payment form available from the Examinations Office or Curriculum area staff and make the payment ~~to the~~ at Campus Office.

Late entries are authorised by Head of School and are processed by the Examinations Officer once the e-mail request is received. The cost of late entry must be authorised by the Head of School or paid by individual learner.

If the Head of School decides to offer November re-sits for GCSEs learners must meet the college re-sit requirements: only learners who sat their examinations within the Summer Series and achieved a grade D or above for English / Mathematics or a grade E or above in Numeracy will be eligible. Re-sit decisions will be made in consultation with candidates, subject teachers, and Head of School.

Individual candidate statement of entry, clash information, and access arrangements will be posted to candidates following examination entry requesting the learner informs the Examinations Officers of any queries. These statements will be despatched after the final external awarding body entry deadline.

Information for candidate documents and exam timetables will be posted on the Exams page on the college website.

The Examinations Officer will accept withdrawals, amendments and changes of tier, up to the date set by the awarding body, upon approval by Head of School. Changes in tier must come from subject staff and are authorised by the Head of School.

Learners sitting online examinations will be given pin numbers to unlock the examination at the time of the test. Candidates sitting online examinations will need to conform to the JCQ or relevant awarding body online examination regulations.

WJEC GCSE/GCE examination papers including Mathematics Exam Papers and Mathematics formula booklets are available in the medium of Welsh if requested by staff at the point of entry (where available from the awarding body). A candidate who requests an examination paper in the medium of Welsh will also be provided with an English version of the examination paper.

7. Registration & Certification

The College will claim valid learner certificates within agreed timescales.

The College will ensure that a secure, accurate and accessible audit trail is in place so that that individual learner registration and certification claims can be tracked to the certificate which is issued for each learner.

In order to do this, the centre will:

- register each learner within the awarding body timescales
- provide a mechanism for Curriculum area staff to check the accuracy of learner registrations
- make each learner aware of their registration status
- inform awarding bodies of amendments to candidate details
- ensure that certificate claims are made in a timely manner and based on internally verified assessment records
- check certificates received from the awarding body to ensure accuracy and completeness
- keep all ESF records safely and securely in accordance with the data retention policies

8. Examination Fees

Learners will be made aware that the fees they pay at enrolment will include tuition, registration and examination fees where appropriate. A breakdown of these fees will be available at enrolment and also on the College website.

Learners who are entitled to exemption from tuition fees at enrolment, will also be entitled to free registration / examination entry, providing their personal circumstances have not changed since enrolment. Re-sits of particular examinations will, however, be charged at the time of entry irrespective of status.

Candidates who are given remission from paying registration / exam fees, who subsequently fail to sit an exam or meet necessary coursework, controlled assessment and non-examination assessment requirements, without supporting medical evidence or evidence of other mitigating circumstances, will be required to reimburse the College.

Late entry or amendment fees are paid by faculty or candidate, depending upon who has made the request for the change.

Re-sit fees for GCSE and GCE examination are paid by the candidates. The learner must complete a resit payment form available from the Examinations Office or Faculty Office. Payments must be made to the Campus Office.

Staff retain the right to refuse to sign any examination entry if they believe that the learner does not have a realistic chance of passing the exam.

Learners may enter themselves for resit examinations with HoS approval subject to making payment themselves.

9. Access Arrangements

Candidates who may require access arrangements are identified during the admissions process or by their Course Tutors after enrolment. The Course Tutor identifying learners after enrolment should complete the online request form via Ontrack.

Course Tutors are responsible for completing a **Normal Way of Working form** (via Ontrack), for learners with these additional requirements and for liaising with the Learning Support Team to ensure that arrangements are made as soon as possible after the start of the course.

Normal Way of Working explained – Normal way of working' (NWW) evidence is used by the JCQ (Joint Council for Qualifications and the voice of the awarding bodies offering the majority of the UK's educational qualifications) to define how centres establish what the usual teaching and learning practice is for a specific learner and how that can then be applied through the Access Arrangements process and tutors' therefore are key in ensuring this part of the process is effective. If a course has a timed assessment/exam at any time in the year, consideration must be given as early as possible if there are any learners/candidates who will require Access Arrangements and refer as early as possible to the ALN team to allow time for applications to be made to the awarding body. Please complete the online Normal Way of Working form within the Pastoral section on EBS OnTrack: Teaching and Learning, where normal way of working applies to a candidate/learner.

Following referral, candidates are assessed by the Learning Support team and Specialist Assessment Coordinators. Where appropriate they will send an Exam Concession Application to the Head of School for completion.

The Learning Support Team and Specialist Assessment Coordinators, facilitated by Faculty Administrators, are responsible for requesting access arrangements via the awarding body websites and for informing the Exams Office of these requirements by providing approval documents.

Faculty Administrators are responsible for updating the MIS System and Ontrack (Teaching and Learning) with details of approved Access Arrangements.

Rooms for access arrangement candidates will be arranged by Curriculum area staff in consultation with Campus Office.

Invigilation / Support for Access Arrangement candidates will be organised by Learning Support Staff and the Curriculum area staff.

Deadlines for submitting applications for Access Arrangements and modified papers for GCE/GCSE qualifications will be issued by the Exams Office to Staff. Teaching Staff must inform Learning Support staff and the Examinations Office of Access Arrangements request, when booking or entering candidates for exams.

In all cases candidates will only receive Access Arrangements for examinations that match their normal way of working. Reference should be made to Chapter 8 of the JCQ Access Arrangements booklet for detailed information on how to use Access Arrangements online.

For appeals in relation to decisions about a learner's additional learning needs (ALN), please refer to the Assessment and Appeals Policy.

10. Contingency Planning

Contingency planning for exams administration is the responsibility of the Exams Officer and Examinations Manager under the direction of the EMIS Director. A separate Contingency Planning document is available [here](#).

11. Managing Invigilators

Trained curriculum area staff and/or appointed invigilators are used to invigilate examinations.

Invigilation training is provided via the Staff CPD Hub and managed by the Examinations Manager.

Recruitment of external invigilators for GCE/GCSE Examinations is the responsibility of the Examinations Manager and Senior Examinations Officer

Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the Examinations Manager and Senior Examinations Officer in conjunction with the P&C Department.

Invigilators are timetabled by curriculum areas who will communicate the arrangements they have made with the Examinations Officer except for dedicated online exam rooms where the Online Exam Assistant screen invigilator will communicate with the Examinations Officer.

Outside normal office hours, the Online Exam Assistant will invigilate when available. If the Online Exams Assistant is not available, then the responsibility to allocate an invigilator lies with the School.

Invigilation Arrangements

- The Examinations Manager must ensure that suitably qualified and experienced staff carry out invigilation by providing training through the college's CPD hub.
- Any relative of a candidate in the examination room is not eligible to serve as the *sole* invigilator.
- The number of invigilators required during an examination is set in accordance with JCQ regulations or individual awarding bodies where there are more stringent rules than JCQ regulations.
- A tutor who has prepared or taught the candidates for the subject of the examination during the academic year must not be an invigilator at any time during a written or online examination in that subject, neither can any senior member of teaching staff who has had overall responsibility for the candidates' preparation for the examination/assessment.
- For practical tests, there must normally be one invigilator to every 20 candidates or part thereof. It is essential that a subject tutor is present at the start of the test and available as necessary thereafter to deal with any technical difficulties that arise. Supervision of assignments to be taken under controlled conditions e.g. art may be undertaken solely by the tutor of the subject.
- If questions or passages need to be read to the candidates who have access arrangements in place, then an invigilator is required in addition to the reader. However, if a learner is in a separate room, then the reader can act as invigilator.
- Normally, candidates who require a scribe will be accommodated in a separate room, in these instances the invigilator may also act as the scribe only on a one-to-one basis.
- Candidates should be arranged in the examination room so that they can be seen by an invigilator at all times.
- Instructions must be made available to each invigilator in the examination room and invigilators must be familiar with them including the Notice to Candidates, the Warning to Candidates and any specific regulations relating to the subject being examined.
- Centres must keep signed records of the seating and invigilation arrangements for each examination session until the deadline date for enquiry about results has passed.
- Seating and invigilation records may be required by the awarding body at any time up to the publication of results. These should be signed by the invigilator.
- The invigilator is the person in the examination room responsible for the conduct of a particular examination session in the presence of the candidates. Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional tasks in the examination room.
- An invigilation pack detailing examination rules and regulations is placed in each examination room, invigilators should familiarise themselves with this pack.

12. Exam Assessment Audits

- The Exams Office will carry out random audits on the arrangements and conduct of written and online examinations. The outcomes of Exam Audits will be reported to the Head of School and EMIS Director and recorded until outcome of results.
- Schools must provide examination or assessment timetables upon request to facilitate the Exams Staff to carry out audits

13. Malpractice

Assessment malpractice will be investigated by the Head of Quality in conjunction with the Examinations Manager and in accordance with the JCQ “Suspected Malpractice in Examinations and Assessments Policy” and the College Assessment Malpractice Policy [link to policy](#).

14. Examination Days

The Estates Team is responsible for setting up examination rooms and ensuring heating, ventilation and lighting is suitable.

The Exams Officer will ensure that rooms timetabled for examinations are set up according to JCQ Regulation and that question papers, other exam stationery and materials are available for the invigilator to collect from the Examinations office. The JCQ ‘two pairs of eyes’ check must be carried out before the examination papers leave the secure storage.

The invigilator will start all examinations in accordance with JCQ Guidelines – these guidelines will be present in each examination room.

Subject staff may be present at the start of the exam, but only outside the examination room to assist with identification of candidates.

In practical exams a subject tutor must be on hand in case of any technical difficulties.

Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. If permitted by the relevant awarding body, copies of the exam papers may be given to subject teachers when available after the published finish time.

The College must keep signed records of seating and invigilation arrangements for each examination session. These may be required by the awarding body at any time up to the Enquiries About Results deadline and should be signed by the invigilator.

At the end of each examination, all material must be returned to the Examinations Office without delay. A signature is required to confirm the return of materials.

15. Candidates

JCQ/Ofqual rules on candidates use of mobile phones, iPods, MP3/4 Players, Smartwatches and wrist watches which have a data storage device, or any other electronic devices apply at all times. All wrist watches and all the other devices listed above must be removed and placed in the learner's bag.

Normal centre rules on dress and behaviour apply.

Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with JCQ guidelines.

For exams longer than one hour, candidates will not be allowed to leave the exam room until at least one hour after the published starting time.

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.

Where a candidate has an exam timetable clash, the Examinations Officer will consult with the school to arrange supervision escorts, identify a secure venue and arranging overnight supervision. It is the responsibility of the school to provide an appropriate supervisor.

Late candidates on the examination day may sit at the discretion of the Examinations Officer and under JCQ regulations.

JCQ candidates must be available up to and including the contingency date.

16. Special Consideration

It is the Candidate's responsibility to notify the Centre, Exams Officer or Exams Invigilator in the event of their illness before an exam, to report bereavement or other trauma, if they are taken ill during an exam or otherwise disadvantaged or disturbed during an exam.

Where a candidate requests special consideration, they must provide appropriate evidence within three days of the exam. For example, by providing a letter from a doctor.

The Examinations Officer will then forward a completed special consideration request to the relevant awarding body within seven days of the exam. The Exams Officer will inform the learner of the outcome once notified by the awarding body.

17. Internal Assessment

Teaching staff are responsible for ensuring that internal assessment material is ready for dispatch at the appropriate time. The rules and regulations for the despatch of assessment material can be found in the Internal Assessment/Appeals Policy [Link to policy](#).

18. Marks and Appeals

Teaching Staff are responsible for submitting marks for internally assessed work to the awarding body. Confirmation of submission must be made to the Exams Office.

Appeals against internal assessments must be made known to the Examinations Officer.

Faculties and Teaching Staff will ensure that candidates are informed of their centre assessed marks so that they have an opportunity to request a review prior to the marks being submitted to the awarding body.

Faculties will allow sufficient time for a review of marking to be carried out and any resulting changes to marks to be made known to candidates before the awarding bodies' deadline.

19. Appeals against Internal Assessments

The process for managing appeals against internal assessments is contained in the Assessment and Appeals Policy document, copies of which are available from the Examinations Office.

20. Processing Results

Results received in electronic data interchange (EDI) format and suitable spreadsheet formats will be uploaded to the MIS System and processed by EMIS Staff.

Results not in EDI format will be logged by the Examinations Office and sent to Faculty Administrators for processing and feedback to candidates.

Once processed, results will be checked verified and collated for the following purposes:

- Use by the College Management and Staff for quality assurance purposes
- Presentation to the Corporation Board, Senior Leadership Team, College Management Team and Academic Board; and
- Transmission to DfES for funding purposes and quality purposes.

21. Issuing Examination Results and Certificates

Arrangements for the centre to be open on results days are made by the Examinations Officer in consultation with the Campus Directors.

EMIS staffing requirements on results day is the responsibility of the EMIS Director and the Examination Manager. Other staff are identified by their Head of School and Directors of Learner and Campus Services.

Results of Level 3 qualifications will normally be made available to candidates on the Thursday of the second week of August. Results for Level 2 qualifications will normally be made available to candidates on the Thursday of the third week of August. Results on these days will be available to learners 0830 hours. Any press release will be embargoed in accordance with JCQ Regulations.

Letters containing GCE/GCSE/WBQ Awarding Body Statements of Results and/or the Centre's Statement of Results will be available to collect from the examinations office or Campus Office on the results day. Letters not collected are posted to candidates on the same day.

Curriculum area staff are responsible for the prompt distribution of results (not listed above) to candidates.

Certificates are either presented to candidates in person or collected from Campus Office or Examination Office, depending on the campus. Campus Office/Exams staff will record the collection date on the MIS System.

The centre will retain certificates for one year. After this time, certificates may be destroyed in accordance with JCQ regulations, a log must be kept of the destroyed date. In these circumstances, candidates will need to contact the relevant awarding bodies for replacements. Awarding bodies normally charge for this service.

Certificates and results may be collected by a third party providing written consent is received from the candidate and the person collecting the certificate can confirm their identification.

22. Access to Scripts (ATS)

After the release of results, candidates may ask the Examinations Officer to request the return of papers. This must be done by the awarding body's published deadline. Candidates will be charged for this. A payment and consent form, which is available from the Exams Office, must be completed. Payments are made to the Campus Office.

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

(Note – some awarding bodies, such as Ascentis, do not offer the 'Access to Scripts' facility).

Reviews of marking cannot be applied for once an original script has been requested and received by the candidate/centre.

23. Enquiries about Results (EAR)

EARs may be requested by curriculum area staff or candidates if there are reasonable grounds for believing that an error in marking has occurred. The candidate's consent is required before any EAR is requested.

If a result is queried, the Examinations Officer, Teaching Staff and Examinations Manager will investigate the feasibility of asking for a review of marking.

Where the centre does not support a candidate or parent's request for an EAR, a candidate may apply to have an enquiry carried out. The candidate must complete an EAR Form and make a payment to the Campus Office. The candidate must also sign a consent form, which makes them aware that if the outcome of the EAR is that the mark should be lowered, then they will be unable to appeal against the decision.

If the outcome of the EAR is an increase in the candidate's grade then the candidate is entitled to a refund.

24. Conflict of Interest

To comply with JCQ regulations, the College is required to identify, record and manage conflicts of interest and to inform the relevant awarding body/bodies for any of their qualifications of:

- Any member of centre staff who is taking qualifications at their own centre which include internally assessed components/units;
- Any member of centre staff who is invigilating members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) should be recorded
- Any member of centre staff who is teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; and maintains clear records of all instances where:
 - a. centre staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
 - b. centre staff are taking qualifications at their centre which do not include internally assessed components/units;
 - c. centre staff are taking qualifications at other centres.

To ensure compliance, staff must declare any of the statements which apply to them for the current academic year and complete the required Conflict of Interest Record and inform the Quality Manager who will contact the relevant awarding body before the published deadline for entries.

25. Disability Discrimination Act

All exam centre staff must ensure that they meet the disability provisions under the Disability Discrimination Act 1995 (DDA), extended in 2005, and the Disability Equality Duty (DED), introduced in 2006.

The DDA introduced measures aimed at eliminating the discrimination faced by disabled people. The Act gives protection to disabled people in the areas of employment and education.

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

The College will meet the requirements of the DDA by ensuring that each exams centre is accessible and improving candidate experience. This is the responsibility of the Head of Centre and all other teaching and support staff.

26. The Welsh Language

Standards 90 and 90A of the Welsh Language Standards Regulations under the Welsh Language (Wales) Measure 2011 requires the following:

“You must inform your students that any written work submitted to you as part of an assessment or examination may be submitted in Welsh, and that work submitted to you in Welsh will be treated no less favourably than written work submitted to you in English as part of that assessment or examination”.

“You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work submitted to you in English as part of that assessment or examination”.

Learners are informed of this during the induction session and through the guidance booklet “Welsh in the College”. A hardcopy of this booklet is available in all reception areas and learning centres. An electronic copy is also available on Student Life.

If a learner expresses a wish to submit work through the medium of Welsh, the Welsh Language Manager should be informed. The Welsh Language Manager will seek approval from the relevant awarding body. With the approval of the awarding body the Welsh Language Manager will make the necessary arrangements for the submission of work in Welsh i.e. translation of the learners’ work, Welsh speaking examiner/IV etc.