



Global Skills Services Ltd

Examination Policy

Global Skills Services is committed to ensuring that the examination management and administration process is run effectively and efficiently. This examination policy will ensure that:

- all aspects of the centre's examination process is documented according to new GDPR (2018) and confidentiality legislations
- all other relevant examination related policies, procedures and plans are signposted, including policies and legislations relating to Health and Safety (1974) and Equality Act (2010)
- all centre staff involved in the examination process are thoroughly inducted and trained, and clearly understand their roles and responsibilities
- all examinations and assessments are conducted in accordance with relevant awarding body regulations, guidance and instructions

2. Examination and Controlled Assessment Staff Responsibilities

Director:

Overall responsibility for the Centre as an exam centre

Centre Manager:

- Delegated responsibility as Head of Centre
- Target setting and performance analysis
- Evaluation of examination operations
- Ensure candidates are registered with Awarding Body for the exams they are undertaking
- Prepare internal quality assurance and external verification
- Ensure overall safety of staff and candidates in the centre
- Download confidential materials/tasks set by awarding bodies in sufficient time and distribute
- Submit them to the relevant awarding bodies along with evidence material
- Manage any investigations and appeals in cases of disputation or malpractice
- Account for income and expenditures relating to all exam costs/charges

Exams Manager/Head of Academic

- Ensure all candidates have been effectively prepared for examinations by tutors/assessors
- Accountable for safe and secure conduct of internal and external exams, and controlled assessments in the exam centre/venue
- Map annual resources to accommodate examination and assessment requirements liaising with relevant staff to resolve issues requiring specific facilities e.g. rooms, IT networks etc.
- Access arrangements and special considerations, and adhere to guidance relating to candidates who are eligible for adjustments in examinations
- Organise the recruitment, training and supervising of a team of exam invigilators responsible for the conduct of exams
- Ensure candidates receive information, advice and guidance on the subjects they undertake and on exam entries or amendments to entries



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- Standardise internal marking of teachers involved in assessing internally assessed components
- Where an assessor will not be supervising the controlled assessment, arrange for a suitable cover, in line with the awarding body specification
- Ensure that teachers understand their responsibilities with regard to controlled assessment and the requirements of the awarding body's specification and instructions/Regulations for Conduct of External Assessments
- Supervise assessments, observe assessors/assessment, and provide suitable training or feedback

Teachers/Assessors

- Ensure candidates are informed of and understand all aspects of exam that affect them, including timetable, deadlines, rules, procedure, appeals etc.
- Ensure assessments comply with awarding bodies' subject-specific regulations and instructions
- Mark internally assessed components using the mark schemes provided by the awarding body, and submit the marks to the awarding body (when required)
- Document suspected or actual incidents of malpractice in examinations and assessments and report them to the Centre Manager, who will investigate and report to awarding body
- Retain candidates' work securely between assessment sessions (if more than one)
- Post-completion, retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre.
- Ensure that learners and assessors sign authentication forms on completion of an assessment

Administrators/Invigilators

- Liaise with Head of Academic and subject leaders to plan and publish periodic examination, assessment arrangements and time-tabling
- Receive, check and store securely all confidential and exam papers and completed scripts
- Follow checking procedures to ensure accuracy of entries before they are sent to Exam Boards
- Accurate completion of entry, coursework declaration sheets and all other forms adhering to deadlines as set by the Centre Manager.
- Arrange for dissemination of exam results and certificates to candidates and forwards, in consultation with senior management, and handle any appeals/re-mark requests
- Ensure that learners and assessors sign authentication forms on completion of an assessment
- Collection of exam papers and other material from the Centre Manager before the start of exam
- Collect the exam papers at the end of the exams and return them to Centre Manager
- Adhere to the rules and regulations required by the relevant awarding bodies as set out in their policies and procedures

Candidates

- Confirmation and signing of entries
- Arrival at the College on time for each exam scheduled on their statement of entry
- Resolve any queries on their Statement of Entry by checking carefully all details and exams scheduled
- Ensure their tutor, and the Exams Manager are aware of any exam they will not be taking that may be shown on the exam forms



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- Understand controlled assessment or coursework regulations and seek clarification from the tutor or Exam Manager when necessary
- Sign a declaration to authenticate that the evidence and the work product are their own
- Ensure all fees for retakes are paid to the college before the deadline set
- Be aware that failure to comply with the exam rules may result in incurring extra fees, withdrawal or disqualification from the exam

Exam seasons and timetables

Exam seasons and timetables

- The schedule for internal exams is published in the College Academic calendar. All internal exams are held under external exam conditions wherever possible.
- The Centre Manager will circulate the exam timetables for both external and internal exams once these are confirmed.

Exam fees

- All courses initial registration and entry exam fees are paid by the centre
- If student fails first assessment, re-sitting fees will apply as per awarding body
- Reimbursement will be sought from candidates who fail to sit an exam or meet the necessary coursework requirements unless an explanation acceptable to the Director, such as an advance written medical evidence is provided

The Equality Act (2010), Special Needs and Access Arrangements

Equality Act 2010

- The Equality Act 2010 replaced the Disability Discrimination Act 2005, and the new act makes it specifically clear that certain individuals – of 9 categories – are legally protected, and entitled to special arrangement, including learners with special needs. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the Equality Act 2010, for learners from the 9 categories listed in the Act.

Special needs

- A candidate's special needs requirements are determined by Exam Manager/Centre Manager (reports from GP or relevant authority may be required)
- Exam Manager/Centre Manager will inform the teachers and assessors of the candidates with special educational needs who are embarking on a course leading to an exam, and suitable arrangements maybe facilitated according to exam guidelines

Access arrangements

- Making special arrangements for candidates to take exams is the responsibility of the Exams Manager / Centre Manager



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- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Centre Manager
- Invigilation and support for access arrangement candidates will be organised by the Exams Manager or Centre Manager

Managing Administrators/Invigilators and exam days

Managing invigilators

- The recruitment, training and deployment of invigilators is the responsibility of the Exams Manager
- Securing the necessary DBS clearance for invigilators is the responsibility of the Centre Manager
- Invigilators are timetabled and briefed by the Exams Manager
- Invigilators' rates of pay are set by the Centre Manager
- All new invigilators are required to be observed during the first six months and annually thereafter to ensure assessment regulations are being followed
- Existing invigilators should be observed at least once a year
- All observations are carried out by the Exams Manager / Head of Academic

Exam days

- The Exams Manager will make sure that the exam venue is available and invigilator pack in ready
- The assigned invigilator will start exams in accordance with relevant awarding body guidelines
- Teaching staff may be present at the start of the exam to assist with identification of candidates
- In practical exams, subject teachers may 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

Candidates, clash candidates and special consideration

Candidates

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Mobile phones are not allowed in the exam room – and a notice poster is displayed outside of the door - failure to comply will result in disqualification from the paper or subject
- Disruptive candidates are dealt with in accordance with relevant awarding body guidelines.
- In internal exams if a student is disruptive a malpractice statement will be completed by the member of staff, or invigilator, witnessing the disruption.
- Candidates leaving the exam room for medical or emergency reasons must be accompanied by a member of staff.
- Exams Manager will contact candidates who are late for their exams, or do not turn up at all.



Special consideration

- Should a candidate be too ill to sit an exam, suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert the centre, or the exam invigilator, to that effect
- Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example a letter from the candidate's doctor
- The Exams Manager will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

Coursework and appeals against internal assessments

Coursework

- Candidates who have to prepare portfolios should do so before the end of the set deadline
- Centre Manager will ensure all coursework is ready for dispatch at the correct time and will keep a record of what has been sent when and to whom
- Marks for all internally assessed work are provided to the Exams Manager or Centre Manager

Appeals against internal assessments

In the event of a concern about internal assessment procedures or outcomes, the following steps should be taken:

1. If the work has been externally assessed the candidate will discuss the issue with their teacher or the Head of Academics or the Centre Manager. If there is agreement that the assessment seems inaccurate the Examinations Manager will be informed and the appeals procedures of the relevant Examination Boards will be invoked.
2. If the work has been internally assessed but externally verified the Examination Boards' procedures will continue to apply.
3. If the work has been internally assessed and internally verified the cause for concern should be discussed with the teacher who marked the work initially. This should be done within 5 working days of receipt of the result. At this point it might also be appropriate to involve the Internal Verifier and/or the Head of Academics. The Head of Academics will take responsibility for ensuring that the paper is remarked by the first marker and the Internal Verifier will mark the paper as well. (If the paper was borderline verification will already have taken place as part of the College's QA policy. At this stage notes written during the marking process will be discussed.
4. If the outcome of this process does not satisfy the candidate the Examinations Manager should be informed. This is the start of the formal appeals process. This needs to be done within 10 working days of receiving the result. The Manager must be informed in writing and the letter must make clear the exact reasons for the appeal.
5. The Examinations Manager will keep a copy of the candidate's letter and any supporting information. If any discussion takes place with the interested parties this must be recorded as well. S/he will consult with the Head of Academics and may require that the paper is re-marked again or consideration should be given to certain circumstances.
6. If circumstances warrant it (eg. problems outside the candidate's control) then the centre might provide another opportunity for the assessment to be taken again.



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7. If the problem is not resolved in the eyes of the candidate either by the re-marking process or by retesting and the Examinations Manager believes that all avenues have been pursued then the candidate can appeal to the Director within 5 working days of receiving the final result issued by the Examination Manager.
8. As an independent arbiter the Centre Manager will investigate the appeal and reach a final decision.

Results, enquiries about results (EARs) and access to scripts (ATS)

Results

- Candidates will receive individual results slips on results days in person at the centre or by post to their home addresses if candidates have provided a stamped addressed envelope
- Arrangements for the Centre to be open on results days are to be made by the Business Manager The provision of staff on results days is the responsibility of the Business Manager

Enquiries about Results - EARs

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an

- error in marking
- Where a candidate applies to have an enquiry carried out, they will be required to pay in advance the amount charged by the awarding body. (See section 3: Exam fees)

Access to Scripts - ATS

- After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. They will be required to pay in advance the amount charged by the awarding body
- If a result is queried, the Exams Manager, Head of Academic and Director will investigate the feasibility of asking for a re-mark at the centre's expense
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. The cost will be charged to the Centre budget.

Certificates

- Certificates are presented in person; they can also be collected and signed for by the students
- Certificates may be collected on behalf of a candidate by a third party, provided they have been suitably authorized in writing to do so
- Certificates may be withheld from candidates who owe fees
- The centre retains unclaimed certificates for 2 years

Examination Contingency Plan



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This section refers to advice from government bodies, see:

www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland.

- This plan examines potential risks and issues that could cause disruption to the management and administration of the exam process. By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.
- In the absence of any instruction from the relevant awarding organisation we will assume that any exam or timetabled assessment should take place if it is possible for it to do so.
- In the event of a fire alarm or bomb alert sounding (or any other emergency situation arising) during an examination, the first priority of the invigilators is to preserve life. The next priority is to ensure the security of the examination.
- In the event of an emergency or fire alarm sounding, the Examinations Manager will assess the situation and give further instructions. If evacuation of the examination is necessary the following procedures will apply.

Emergency Evacuation Procedures

In the event of an emergency or fire alarm sounding, the Examinations Manager will assess the situation and give further instructions.

In an emergency the Invigilator must take the following action:

- Stop the candidates from writing.
- Collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions displayed in the room.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should leave the room in silence.
- Lock the door to the examination room.
- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination.
- Make a note of the time of the interruption and how long it lasted.
- Allow the candidates the full working time set for the examination.
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- Make a full report of the incident and of the action taken, and send to the examinations manager

This policy has been approved & authorised by:

Name:	Ranjeet Seerha	Position:	Managing Director
Signature:		Date:	04.01.2025