

The Adult College of Barking and Dagenham

Examinations Policy and Procedure

Lead Responsibility	Service Manager Business Support
Designated Officer	MIS, Exams and Finance Manager
Advisory Officer(s)	Exams Officer & Student Services Manager
Approved by	Service Manager – Business Support
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A note to all teaching staff:

Please click [here](#) using a curriculum device to find a full list of Work and Skills policies & procedures

Please click [here](#) using an LBBB device to find a full list of LBBB policies

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1. Rationale

It is the responsibility of everyone involved in the College's exam process to read, understand, and implement this policy and relevant procedures.

The purpose of this policy is to ensure the planning and management of exams is conducted efficiently, with clear guidelines for staff, and in the best interest of candidates.

2. Aims

The service will ensure:

- That assessment and exams are accessible to all.
- We strive to charge fees that are affordable to our community.
- Our accreditation procedures meet national standards and candidates are treated respectfully and professionally by all involved in the exams process and in accordance with the Joint Council on Qualifications (JCQ) standard practices.
- Invigilators will also be trained to JCQ standards.
- We operate an efficient exam system with clear guidelines for all relevant staff.
- That exam registration procedure is clear, smooth, and accurate.
- Exam timetables and information are updated and published regularly.
- That assessment requirements, deadline and dates are made clear at the start of courses.
- Notifications stating the date, time and location of the exams are confirmed in writing to learners in advance of their exam dates.
- Special arrangements are provided where necessary and that we operate procedures that are consistent with aims and objectives of the Equalities Act.
- That exam will start on time.

3. Implementation - Exam responsibilities

3.1 The Exams Officer will:

- Ensure that all learners enrolled onto long courses will be registered as per the 'automatic registration process', (automatic registration of all learners on a course register on week 8 unless advised otherwise by week 7 by the CM).
- Ensure that all examination administration is carried out to strict schedule.
- Send notification letters; plan and coordinate exams, organise invigilation, technical and learning support and ensure that JCQ regulations are implemented before, during and after examinations.
- Publicise exams and their requirements to learners, staff employers and staff groups.
- Always keep exam timetables up to date.
- Maintain public timetables for learners, invigilators, and other staff and a more detailed timetable detailing other key process information.
- Ensure that all relevant procedures are followed. S/he will 'flag' digitiform the policy or procedures to managers immediately they become apparent.
- Ensure that Exams are set up as per JCQ regulations.
- The exam officer will follow the regulations set down by JCQ when dealing with examination papers.

- On receipt of the question paper packets, will immediately move them to the secure room for checking and transfer to the centre's secure storage facility.
 - Checked the question papers against the awarding body's despatch note and the centre timetable or entries. Checking will take place as soon as possible on the day the question papers are received. *If this is not possible, e.g., due to a late delivery or the unavailability of authorised members of staff, the material still in its despatch packaging must be transferred immediately into the secure storage facility until it can be checked. The checking must take place no later than the next working day and must be undertaken in the secure room.*
 - Following the checking, question paper packets arrange them in timetable order to reduce the possibility of opening a packet at the wrong time and must then be immediately locked in the secure storage facility.
- Will ensure that alternative arrangements for sickness are in place for key personnel. (e.g. Invigilators, etc.) including emergency contact details.
 - Provide all equipment (e.g., dictionaries, calculators etc).
 - Will ensure that additional support is planned, agreed and in place 6 weeks before the exam.
 - Ensure that learners are notified when their portfolios are ready to collect.
 - Forward all updates on exams, Awarding Organisation requirements and any other relevant information to curriculum staff in a timely way.

Only persons authorised by the head of centre and the exams officer will be allowed access to the centre's secure storage facility.

3.2 Tutors are responsible for:

- Ensuring that exam dates and entry criteria are clear from the start of every course that has examinations (this includes times for 'mock' exams).
- Checking enrolment names at the start of the course.
- Registering learners for exams no later than 6 weeks in advance.
- Tutors will ensure that learners double check the spelling of their names when registered, advise Exams Department of any errors.
- Notifying the exams officer of access or special requirements 8 weeks prior to the exam.
- Communicating exams dates to learners as appropriate.
- Communicating appeals procedures prior to the exam starting.

All staff are responsible for checking exam schedules and published timetables.

3.3 Candidates are responsible for:

- Checking the spelling of their names on registration documents.
- Attending all classes (and not taking holidays during their course including the exam period)
- Reviewing and signing a declaration that authenticates the coursework as their own.
- Collecting portfolios after the end of their course

Candidates are responsible for checking exam schedules and published timetables.

3.4 Student Services will support the Exams Officer with provision for:

- The identification and testing of candidates' requirements for access arrangements.
- 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.

3.5 Network services will:

- Maintain hardware and software to Awarding Organisation requirements, including the latest software updates and patches.
- Test all relevant equipment prior to all online exams.
- Be available to support online and any other PC based exams .

3.6 Curriculum Managers (CMs) will:

- Ensure exam dates are set (including re-sit dates) before the start of each course.
- Take overall responsibility for all curriculum administration related to the exams process including following publicised timelines.
- Ensure that there are no late registrations and that all registration and special requirements and course specific arrangements are completed to deadline
- Ensure that entry criteria are communicated to learners at the start of the programme / course.
- Intervene immediately to address any underlying performance issues as regards learners who are unlikely to meet, or potentially unlikely to meet assessment guidelines.
- Support learners to gain evidence of their support needs.
- Work closely with tutors and other staff to support learners to successfully complete their assessment.

3.7 Invigilators are responsible for:

- Collection of exam papers and other material from the Exams Officer before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and return them to the Exams Officer.

4. Guidance for all computer-based exams

Learners will now use a dedicated exam login to access the computer software in the college for their exams to avoid any possibility of uncleared files. These accounts are locked when not in use.

Before an Exam

At least 14 working days in advance of all planned exams The Curriculum Manager must notify the Network Services Manager via the helpdesk@adult-college.bardaglea.org.uk with 'exam mentioned in the subject field, of all computers-based exams, noting course, exam dates and site.

At least 7 working days prior to each exam The Exams Officer must advise on how many learners will be sitting each exam via helpdesk@adult-college.bardaglea.org.uk with 'exam mentioned in the subject field.

At least 24 hours before an exam, the Network Services Manager will check the exam accounts and provide the Exams Officer with a list of login details.

Any flexibility around exam arrangements (short notice requests, date, and time changes etc) are subject to the availability of the Exams Officer and Network Services Manager.

On the Day

On the day of the exam the Network Service Manager will activate the accounts two hours prior to start of the exam.

Exam login process:

The Exams Officer will allocate login details to learners, and they will use these to access the system

- EXAM01,02,03 up to 30
- Passwords are same as username (not given to learners)

Please Note: The exam officer/ invigilator or assessor must enter the passwords, prior to learners entering the exam room. Please do not share passwords with learners.

After the Exam

The Exams Officer must notify the Network Services Manager of the outcome of all exam sittings:

- Where learners have successfully completed exams, the Network Service Manager will clear (My Documents/N: drive, Teams, Outlook, and OneDrive) and disable the account until next use.

Where learners have not been able to complete an exam or an exam fails, the account will be 'live' until confirmation is received from the Exams Officer that the account' can be cleared and disabled.

5. Qualifications- Qualifications offered

- The qualifications offered at the College are decided by the Curriculum Managers and relevant SLT manager.
- The qualifications offered are Functional skills, Pre-Entry, Entry level and vocational qualifications up to and including Level 3.
- Most subjects offered for these qualifications in any academic year will be found in the Colleges published Prospectus.
- If there has been a change of specification (learning aim) from the previous year, the Exams Officer must be informed by curriculum staff at least 6 months before the start of the programme in writing.
- The CM is responsible for ensuring that all Exams data on qualifications is updated and will notify exams at planning if a new qualification code is due.
- The CM is accountable for the accuracy of the data on MIS regarding qualification codes.
- Informing the Exams Officer of changes to a specification (learning aim) is the responsibility of the CM. They must check it after it has been entered on the MIS systems to ensure the learning aim is appropriate.

6. Exam series and timetables

- Our objective is to provide high quality exam organisation and administration that also provides excellent value for money.
- External exams and formal assessments to be 'blocked' at the end of each term, normally in December, April, and June/July (approximately).
- Internal exams (e.g., mocks) are held under external exam (JCQ) conditions.
- The CM decides which exam series are used in the centre.
- On-demand assessments are to be scheduled by mutual agreement with the Exams Officer.
- On-demand assessment will only be offered at less than 6 weeks' notice if the Exams Officer agrees that there is no other option.
- Curriculum staff cannot approach the Exams Officer for permission to run exams with less than 6 weeks' notice. They must gain the agreement of SLT first before approaching the Exams Officer.
- The decision to offer any exam with less than 2 weeks' notice is at the discretion of SLT.
- Once the curriculum has been confirmed for the Academic Year, the Exams Officer will circulate the exam timetable for Internal and External exams. This will include time slots for re-sits.
- The exams timetable will be displayed in public areas and staff areas. It will be updated fortnightly by the Exams Officer.
- An online version will be made available on the intranet / VLE.

7. Entries, entry details and late entries

- Candidates are selected for their exam entries by their Tutors.

- Candidates or parents/carers can request a subject entry, change of level or withdrawal. However, the final decision is made by the relevant curriculum staff.
- The centre accepts entries from former candidates (only) for up to one academic year after they finish their course. Applications from candidates beyond this 'window' this will not be accepted.
- The College does not act as an exam centre for other organisations. Third parties using College premises are separately constituted entities and will make their own independent arrangements for exams.
- Entry deadlines are circulated to tutors and managers via Email, Staff Briefings.
- Late entries are authorised by SLT. No approach should be made to the Exams Officer before the SLT confirms their agreement.
- Learners do not have an automatic right to re-sit exams.
- Re-sit decisions and re-sit requests from Tutors will be made following discussions between Tutor and Candidate. The Tutor's decision is final.

8. Registering Learners

- Tutors will submit exam enrolment forms at least 6 weeks before the planned exam.
- Groups with learners requiring additional support or who have special requirements (e.g., scribes, readers, extra time etc) will return their registration documents to Exams.
- immediately they are given the registration documents – within 24 hours whenever possible.
- Tutors will ensure that the exam enrolment form records any special requirements for candidates.
- If special requirements are required s/he will return the exam enrolment form to Exams immediately.
- Tutors will ensure that the names and spelling on the registration form are accurate and are confirmed by the Candidate.
- Tutors will complete and return an exam enrolment form for each exam at least 6 weeks before the scheduled exam for groups without additional needs (except NVQs).
- Exams Officer will ensure that all candidates are registered within 8-10 weeks of the start of NVQs.
- Re-sits may require special arrangements. This is at the discretion of the relevant Curriculum Manager and will be by agreement with the Exams Officer.

9. Exam fees (including late withdrawals)

9.1 Exam fees

- Candidates or departments will not be charged for changes of level, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the Awarding Organisations.
- Awarding Organisation late entry charges, amendment fees. unforeseen or unplanned costs arising due to late notification of exams are paid as part of the late exam fee charged to learners (as appropriate).

- Exam fees (including late fees) are paid to Exams through the CMs budget. This includes any additional costs as described in 6.2.
- Re-sit fees are paid in advance by the learner at the MIS Enrolment desk.
- CMs are responsible for notifying Exams of late withdrawals as soon as possible to ensure that fees are recovered whenever possible.
- Fee reimbursements may be sought from candidates who decide to sit an exam after the entry/withdrawal deadline/fail to sit an exam/do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances.

9.2 Re-sit fees

- Candidates may only re-sit exams with confirmation from their tutor.
- Candidates must obtain a completed Exam enrolment re-sit request form from their Tutor. This form must then be taken to Reception and the fees paid. This will lead to the registration of learners on their exam.
- Re-sit fees must be paid within 3 days of notification if the exam is to be held within 3 weeks. If the re-sit is due in less than 6 weeks, fees must be paid within 7 days.
- Learners cannot be registered if they have not paid fees.
- Free resits will only be available in exceptional circumstances or where a complaint has been upheld via the Complaints procedure.

10. Access and Special Arrangements, Equalities Act (2010)

10.1 Equalities Act

- All staff must ensure that the College meets the requirements of the Equalities Act (2010) and any other relevant legislation. This may include older regulations such as the DDA that have not yet been replaced under the Equalities Act (2010).
- The DDA introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act and its successor the Equalities Act (2010) give protection to disabled people in the areas of employment and education.
- A person has a disability if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.

10.2 Special needs

- The College will meet the disability provisions under the Equality Act (2010), by ensuring that exams sites are accessible and improve the candidate's experience. This is the responsibility of SLT.
- Tutors are responsible for ensuring that special requirements for exams are notified to exams 8 weeks in advance or immediately the exam is scheduled if it is less than 8 weeks away.

10.3 Access and special arrangements

- Tutors will ensure that Candidates with special educational needs are supported in exams by recording any needs on the Exam enrolment form.

- CMs will ensure that Exams are aware of any adjustments 8 weeks prior to the exam. This should be submitted with the Exam Enrolment registration form and applies to all learners in need, including LLDD.
- Tutors should contact Student Services for advice and guidance about any special requirements s/he is unsure of. However, requests for support must be made to the Exams Officer.
- Exams and Student Services will arrange and / or coordinate specialist support for Candidates in the exam.
- Making access arrangements for candidates to take exams is the responsibility of the Exams Officer but curriculum staff must give 8 weeks' notice.
- Submitting completed access arrangement applications to Awarding Organisations is the responsibility of the Exams Officer.
- Failure to meet our legal obligations to support LLDD learners and others with special educational needs will be dealt with as a disciplinary matter.

11. Contingency planning

- Contingency planning for exams administration is the responsibility of the Exams Officer supported by SLT and other staff.
- The Exams Officer will keep a confidential list of emergency contact details for all staff routinely involved with exams.

12. External candidates

We do not offer exams to external candidates.

13. Managing invigilators

- Recruitment of invigilators is the responsibility of the Exams Officer.
- Invigilators are timetabled and briefed by the Exams Officer.
- Invigilators rates of pay are set by the Administration and Facilities team.
- External invigilators will be recruited and used for Internal exams and External exams.
- The Exams Officer has the right to insist that invigilation is provided by curriculum teams where the notice of the exam is two weeks or less.

14. Malpractice

The Quality Manager is responsible for investigating suspected malpractice.

15. Exam days, confirming arrangements

15.1 Notification of exams

- Notification of exams will be given to Candidates no less than 2 weeks before their exam. This will confirm the date, time, and any requirements specific for their exam.
- The Exams Officer will make special arrangements to inform Candidates were the

- notice period is less than 2 weeks, candidates will not have the right to unlimited re-sits.
- When practical texts and e-mail can be used instead of letters provided the Exams Officer can guarantee the reliability of the process. Copies will be kept, and the 2-week timeline adhered to if this is the first notification.

15.2 Preparation for the exam

- The Exams Officer will book all exam rooms after liaison with stakeholders and make the question papers, other exam stationery and materials available for the invigilator.
- Administration and Facilities are responsible for setting up the allocated rooms to the requirements specified by the Exams Officer.
- Exam rooms will be set up and prepared for Candidates at least 30 minutes in advance of the start of the exam.
- Electronic files uploaded on the day will be provided 2 hours in advance of the meeting.
- At least 90 minutes will be allowed for the uploading of files (where applicable) prior to the start of each PC based exam of this type.
- Online exams held before midday will start from 09:30 am (or later as appropriate) to allow time for setting up rooms and dealing with technical glitches first thing in the morning.
- Invigilators will collect exam papers / materials from the Exams Officer and transport them to the examination room prior to the start of the exam. This applies to all exams including those at off-site venues.
- In special circumstances, the Exams Officer will make special arrangements to transport papers to off-site venues.

15.3 At the start of the exam

- Teaching staff may be present at the start of the exam to assist with identifying candidates but must not advise on which questions or sections are to be attempted.
- If learners are not on the Candidate list, they must leave the exam area immediately.
- Learners who are not on the official Candidate list will be advised to contact a CM or their Tutor for advice and guidance immediately.
- The Exams Officer or invigilators must not be approached by Tutors, CMs or learning Coordinators to place learners on the day of the exam unless the explicit permission of a member of SLT has been given.
- Learners who are not on the Candidate list may only be allowed to sit the exam under wholly exceptional circumstances and only at the discretion of a member of SLT.

15.4 During the exam

- The lead invigilator will start all exams in accordance with JCQ guidelines (unless there is a deviation specified by the awarding organisation).
- In practical exams subject tutors may be on hand in case of any technical difficulties.
- Exam papers must not be read by subject tutors or removed from the exam room before the end of an examination. Papers will be distributed to CMs at the end of the exam session if the Awarding Organisation allows it.
- A relevant subject teacher may be available to read out any subject-specific instructions and start the exam, if required.

16. Candidates

16.1 Candidates (including Clash candidates)

- The centre's published rules on acceptable dress, behaviour, and candidates' use of mobile phones and other electronic devices always apply.
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates will be dealt with in accordance with Awarding Organisation / JCQ guidelines.
- Candidates are expected to stay for the full exam time. Deviations are at the discretion of the Exams Officer or senior invigilator.
- For exams longer than one-hour candidates may leave the exam early, but no sooner than one hour after the published starting time. They will not be allowed to return.
- The CM is responsible for managing unregistered, late, or absent Candidates on exam day or subsequently.
- Arrangements for Clash candidates, the supervision of candidates, identifying a secure venue and arranging overnight supervision is the responsibility of the CM.

16.2 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 exams 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 Organisation within seven days of the exam.

17. Internal assessments and appeals

17.1 Internal assessment replaces the largely discontinued term coursework.

- It is the duty of CM 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 where required by the Awarding Organisation are provided to the Exams Department by the CM.
- Exam scripts and other assessed materials must always be kept secure. When removed from college premises staff must show due care and attention to the security of these items. They must always be kept out of sight and under lock and key.

17.2 Marking

- Remarking or the use of an alternative Internal Verifier may be requested by staff or candidates if there are reasonable grounds for believing there has been an error in marking.
- Any additional costs will be met by the CM. However, the candidate will be liable for any additional costs if such a request is made against the Tutors advice.
- Where the Candidate is unhappy with the outcome, s/he can appeal against their mark.

18 External /controlled assessments and appeals.

18.1 Enquiries concerning Exam Results.

- Enquiries concerning results may be requested by Tutors if there are reasonable grounds for believing there may have been an error in the marking process.
- If this is requested, the Exams Officer may agree that an appeal can be made at the centres expense.
- If the Exams Officer does not agree to an appeal, the candidate may decide to proceed but, in this case, they will be charged for the cost of the appeal.

18.2 Appeals against internally assessed marks (GCSE controlled assessments and coursework units)

- The Adult College is committed to ensuring that whenever its staff marks candidates'-controlled assessments/coursework this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- Candidate's work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.
- The Adult College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.
- Where a few subject tutors are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. N.B. an appeal may only be made against the assessment process and not against the mark submitted to the awarding body.
- Appeals should be made as early as possible, no later than 2 weeks before the last timetabled examination in the series.
- Appeals must be made in writing by the candidate (or if under 18 a parent/carer) to the Exams Officer.
- The Head of Centre or Senior Management Team will appoint a senior member of staff to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
- The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.
- The candidate will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.

- The outcome of the appeal will be made known to the principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.
- After candidate's work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation processes may lead to mark changes. This process is outside the control of the Adult College and is not covered by this procedure.

18.3 Return of Papers.

After the release of results, candidates may ask subject staff to request the return of internally marked assessment within three days' scrutiny of the results.

19 GCSE/controlled assessments (staff responsibilities)

19.1 Head of Curriculum

- Accountable for the safe and secure conduct of controlled assessments. Ensure assessments comply with JCQ guidelines and awarding body's subject-specific instructions.
- At the start of the academic year, begin coordinating with CMs to schedule controlled assessments.
- Map overall resource management requirements for the academic year. As part of this resolve:
 - Clashes/problems over the timing or operation of controlled assessments.
 - Issues arising from the need for facilities (rooms, IT networks)
 - Ensure that all staff involved has a calendar of events.
 - Create, publish, and update an internal appeals policy for controlled assessments.
 - Decide on the awarding body and specification for a GCSE/qualification.
 - Standardise internally the marking of all tutors involved in assessing an internally assessed component.
- Ensure that individual tutors fully understand their responsibilities about controlled assessment.
- Ensure that individual tutors fully understand the requirements of the awarding body's specification is familiar with the relevant tutors' notes and any other subject specific instructions.
- Where appropriate, develop new assessment tasks or adapt sample awarding body assessment tasks to meet local circumstances, in line with the awarding body's specification and control requirements.

19.2 Tutors

- Understand and comply with the general guidelines detailed within the JCQ publication Instructions for conducting controlled assessments.

- Understand and comply with the awarding body's specification for conducting controlled assessments, including any subject-specific instructions, tutor's notes, or additional information on the awarding body's website.
- Supply to the Exams Officer details of all unit codes for controlled assessments.
- Obtain confidential materials/tasks set by awarding bodies in enough time to prepare for the assessment(s) and ensure that such materials are always stored securely.
- Supervise assessments (at the specified level of control). Undertake the tasks required under the regulations, only permitting assistance to candidates as the specification allows.
- Ensure that candidates and supervising tutors sign authentication forms on completion of an assessment.
- Mark internally assessed components using the mark scheme provided by the award body. Submit marks to the Exams Officer, keeping a record of the marks awarded.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion retains candidates' work securely until the closing date for enquiries concerning results.
- Request appropriate special requirements from Student Services and the Exams Officer for any assistance required for the administration and management of access arrangements.

19.3 Exams Officer

- Submit marks to the awarding body by the published deadline(s), keeping a record of the marks awarded.
- Where confidential materials are directly received into the Exams Office, to be responsible for receipt, safe storage, and safe transmission, whether in electronic/CD or hard copy format.
- Download and distribute mark sheets for tutors to use.
- In exceptional circumstances where controlled assessments cannot be conducted in the classroom, arrange suitable accommodation where controlled assessments can be carried out at the direction of the CM.
- Ensure access arrangements have been applied for.
- Work alongside Student Services to ensure support staff are arranged for candidates' who need access arrangements.

20 External Assessment, Portfolios and Results

- Portfolio collection will be communicated in writing by the Exams Officer once the CM has confirmed that the Candidate has met the appropriate requirements.
- After the release of results, candidates may ask subject staff to request the return of scripts or other assessment materials from the Awarding Organisation within two weeks of the exam. Administration charges will be applied where candidates request the return of exam scripts or other materials that form part of the external assessment.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

21 Certificates and Portfolio Retention Period

- Exams Officer will contact the candidates telling them when their portfolios are available for collection. When certificates have been processed, Learners will be contacted via text message to bring in ID and collect certificate in person. This has proven to be more reliable.
- Portfolios will be collected and signed for by Candidates.
- Portfolios may be collected on behalf of a candidate by third parties, provided they have been authorised to do so.
- Third parties claiming portfolios must present valid photo ID (passport, photo driving licence etc) prior to claiming portfolios.
- There is a 12-month limit on the length of time we will hold certificates. At this point the certificates will be destroyed, and the student must pay for replacements.

22 Estimated Grades

CMs and Tutors together are responsible for submitting estimated grades to the Exams Officer when required by the awarding organisation.

23 Fire Emergency Evacuation Procedure

THE ADULT COLLEGE OF BARKING AND DAGENHAM

Emergency evacuation procedure for examinations

The invigilator must take the following action in an emergency such as a fire alarm or bomb alert:

- Stop the candidates from writing.
- Collect the attendance register to ensure that all candidates are present.
- Evacuate the examination room in line with the instructions given by the appropriate authority.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should leave the room in silence.
- 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 relevant awarding body.

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Timetabling			
Controlled assessment schedule clashes with other activities	Plan/establish priorities well ahead (e.g., at the start of the academic year)	Plan dates in consultation with college calendar – negotiate with other parties	Head of Curriculum Curriculum Manager
Too many controlled assessments close together across subjects	Plan controlled assessments so they are spaced over the duration of the course	Space controlled assessments to allow candidates sometime between them	Head of Curriculum Curriculum Manager
Accommodation			
Insufficient space in classrooms for candidates	Once the size of the cohort is known at the start of the year, flag instances where regular classroom space may not be suitable to conduct controlled assessments	Use more than one classroom or multiple sittings where necessary	Head of Curriculum Curriculum Manager Exams Officer
Insufficient facilities for all candidates	Careful planning ahead and booking of rooms / centre facilities		Head of Curriculum Curriculum Manager Exams Officer

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Downloading awarding body set tasks			
IT system unavailable on day of assessment	Download tasks well ahead of scheduled assessment date in all cases	Book IT equipment well ahead and download tasks before scheduled date of assessment	Tutor Curriculum Manager Exams Officer IT Support
Teaching staff unable to access task details	Test secure access rights ahead of controlled assessment schedule every year and every session	Ensure teaching staff have access rights for the correct area of awarding body secure intranet sites well ahead of the controlled assessment schedule	Curriculum Manager Exams Officer IT Support
Loss of task details in transmission	Download tasks well ahead of scheduled assessment date	Contact awarding body and ask for replacement task; download again	Tutor Curriculum Manager Exams Officer IT Support
Absent candidates			
Candidates absent for all or part of assessment (various reasons)	Plan alternative session(s) for candidates		Tutor Curriculum Manager Exams Officer

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Control levels for task taking			
The assessment is undertaken under incorrect level of control (time, resources, supervision, and collaboration)	Ensure teaching staff know what level is applicable and understand what is involved. Provide training if required	Seek guidance from the awarding body	Tutor Curriculum Manager Exams Officer
Supervision			
Student study diary/plan not provided or completed*	Ensure teaching staff are aware of the need for study diary/plans to be completed early in course	Ensure candidates start, continue and complete study diary/plans that are signed after every session	Tutor Curriculum Manager
Teaching staff do not understand that the supervision of controlled assessments is their responsibility	Ensure teaching staff fully understand the nature of controlled assessments and their role in supervising assessments		Curriculum Manager Exams Officer
A suitable supervisor has not been arranged for an assessment where teaching staff are not supervising	A suitable supervisor must be arranged for any controlled assessment session where a teacher is not supervising, in line with the awarding body's specification		Curriculum Manager Exams Officer

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Task setting			
Teaching staff fail to correctly set tasks	Ensure teaching staff fully understand the task setting arrangements as defined in the awarding body's specification**	Seek guidance from the awarding body	Tutor Curriculum Manager Exams Officer
Assessments have not been moderated in line with the awarding body's specification	Check specification and plan required moderation appropriately	Seek guidance from the awarding body	Tutor Curriculum Manager Exams Officer
Security of materials			
Assessment tasks not kept secure before assessment	Ensure teaching staff fully understand the task security	Contact the awarding body to request/obtain different assessment tasks	Tutor Curriculum Manager Exams Officer
Candidates' work not kept secure during or after assessment	Define the appropriate level of security, in line with the awarding body's requirements, for each department as necessary	Seek guidance from the awarding body	Tutor Curriculum Manager Exams Officer
Insufficient or insecure storage space	Look at provision for suitable storage at the start of the GCSE course	Find alternative storage within the centre	Exams Officer Admin & Facilities Manager

** All tasks whether set by the awarding body or the centre **must** be developed in line with the requirements of the specification.

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Deadlines			
Deadlines not met by candidates.	Ensure all candidates are briefed on deadlines and the penalties for not meeting them	Mark what candidates have produced by the deadline. Seek guidance from awarding body on further action	Tutor Curriculum Manager Exams Officer
Deadlines for marking and/or paperwork not met by teaching staff	Ensure teaching staff are given clear deadlines (prior to the awarding body deadline) to complete marking/paperwork (Marks can then be processed and submitted ahead of awarding body deadlines)	Seek guidance from awarding body.	Tutor Curriculum Manager Exams Officer
Authentication			
Candidate fails to sign authentication form	Ensure all candidates have authentication forms to sign. Ensure that the authentication form is securely attached to their work when it is completed and handed in for marking	Find candidate and ensure authentication form is signed	Tutor Curriculum Manager Exams Officer
Teaching staff fail to complete authentication forms or leave before completing the authentication process	Ensure teaching staff fully understand the importance of authentication forms and the requirement of a signature	Return the authentication form to the teacher for signature Ensure authentication forms are signed as work is marked	Tutor Curriculum Manager Exams Officer

Example risks and issues.	Possible remedial action		Staff
	Forward planning	Action	
Marking			
Teaching staff interpret marking descriptions incorrectly	Ensure appropriate training and practicing of marking. Plan for sampling of marking during the practice phase	Arrange for re-marking. Consult the awarding body's specification for appropriate procedures	Tutor Curriculum Manager Exams Officer
Centre does not run the standardisation activity as required by the awarding body	Plan against the awarding body's requirements for standardisation, i.e., when, and how this activity must be conducted	Check with the awarding body whether a later standardisation event can be arranged	Curriculum Manager Exams Officer Head of Curriculum