



**KING EDWARD VI
ACADEMY TRUST
BIRMINGHAM**



**KING EDWARD VI
HANDSWORTH WOOD
GIRLS' ACADEMY**

[INSERT POLICY NAME]

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|-------------------------|----------------------------|
| Committee | Academy Trust Board |
| Policy Type | School Policy |
| Policy Owner | Sally Yates/Sandeep Cooner |
| Statutory | Yes |
| Publish Online | Yes |
| Last Review Date | August 2023 |
| Review Cycle | Annual |
| Next Review Date | August 2024 |
| Expiry Date | October 2024 |

| | |
|----------------|---|
| Version | 2 |
|----------------|---|

This policy is reviewed annually to ensure compliance with current regulations.

Contents

| | |
|--|----|
| 1. The Exams Policy – Purpose & Review..... | 3 |
| 2. Exams Responsibilities..... | 3 |
| 3. Qualifications Offered | 6 |
| 4. Exam Series and Timetables | 6 |
| 5. Entries, Entry Details and Late Entries..... | 7 |
| 6. Withdrawals from Qualifications..... | 7 |
| 7. Exam Fees..... | 8 |
| 8. Equality Legislation | 8 |
| 9. Access Arrangements..... | 8 |
| 10. Contingency Planning | 8 |
| 11. Managing Invigilators | 8 |
| 12. Malpractice..... | 9 |
| 13. Exam Days..... | 9 |
| 14. Candidates – Code of Conduct..... | 9 |
| 15. Staff Code of Conduct | 10 |
| 16. Clash Candidates | 10 |
| 17. Special Consideration | 10 |
| 18. Internal Assessments..... | 10 |
| 19. Results, Enquiries about Results (EARs) and Access to Scripts (ATS)..... | 10 |
| 20. Certificates | 11 |

1. The Exams Policy – Purpose & Review

The purpose of this policy is to ensure that exams are:

- Properly planned and efficiently managed by informing centre staff and candidates of their responsibilities.
- Conducted in the best interests of candidates.
- Fair and as stress-free as possible for candidates and their parents / carers.

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

This policy is reviewed annually by the exams officer and senior leadership team (SLT). Throughout this document, the term *exams* refers to all exams and assessments which learners are required by the awarding body to complete in order to gain the specified qualification.

2. Exams Responsibilities

The Head of Centre is the Head Teacher who:

- Has overall responsibility for the academy as an external exams centre and advises on appeals and remarks. The Head of Centre has overall responsibility for upholding the integrity of all exams for all awarding bodies linked to the centre.
- Ensures that all students have equal access to all of the qualifications offered by the academy and ensures that students are recruited to courses with integrity.
- Appoints an exams officer to carry out the day-to-day administration of exams.
- Appoints a member of SLT to have oversight of the exams office.
- Is responsible for reporting all allegations of malpractice to the appropriate awarding body in accordance with JCQ or other appropriate procedures.
- Determines which staff are authorised to handle secure exam / assessment materials.
- Appoints a SENCo to have overall responsibility for access arrangements and reasonable adjustments.
- Appoints a specialist assessor to assess the needs of candidates who may qualify for access arrangements or reasonable adjustments.
- Ensures that there is a procedure in place for appointing a specialist assessor and for checking that the specialist assessor is sufficiently-qualified and acceptable to the awarding body.

The Deputy Head of Centre is a member of SLT, appointed by the head of centre, who:

- Line-manages the exams officer.
- Has overall responsibility for the exams office budget and ensures that this is sufficient to meet the costs of entries, registrations, invigilation and other necessary costs of the exams office.
- Supports the exams officer in all actions required to ensure the efficient running of the Academy's exams system.
- Ensures that candidates' interests are protected.
- Makes the final decision on tier changes, option changes, late entries and any "non-standard" entries. (This is done in consultation with the candidate, teacher, parents and the Head of Faculty and the aim is always to protect the candidate's interests as above).
- Schedules the timing of mock exams.
- Sets internal deadlines for the completion of centre-assessed and centre-timetabled assessments.
- Encourages the exams officer to attend appropriate CPD / training / networking events.

The Exams Officer:

- Manages the administration of external and mock exams.
- Advises the SLT, HoFs/HoDs, class teachers and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies.
- Collates estimated entries / registrations for all KS4 & 5 students.

- Oversees the production and distribution to staff, candidates and parents of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Consults with teaching staff to ensure that all external assessments are completed on time and in accordance with JCQ or other appropriate guidelines.
- Receives, checks and stores securely all exam papers and completed scripts and ensures scripts are despatched in accordance with awarding body procedures.
- Liaises with the SENCo in all matters related to access arrangements and reasonable adjustments.
- Ensures that: all access arrangements are provided on exam days and invigilators are made aware of any special requirements.
- Makes applications for special consideration in accordance with the awarding body's regulations and advice from other, appropriate staff members (e.g. the school nurse) so that only genuine applications are made.
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditure relating to all exam costs.
- Line manages exam invigilators.
- Organises the recruitment, training, deployment and monitoring of invigilators and ensures that additional agency invigilators are booked and supervised as required.
- Submits marks and samples and tracks despatch for all coursework as required by the awarding body.
- Passes returned coursework to the HoD/HoF.
- Arranges for dissemination of exam results and certificates to candidates.
- Processes requests for post results services made by SLT or candidates.
- Maintains systems and processes to support timely course registrations and exam entries.

Reception, Administration and Site Staff are responsible for:

- Supporting the exams process as directed by their line management.
- Upholding the security of secure exam materials **by following the Academy's procedure for handling secure exam materials.**
- The security of exam scripts and similar materials in Reception which are awaiting despatch. These must be locked away and despatch logs must be returned to the exams office after despatch.

Heads of Faculty (HoFs) / Heads of Department (HoDs) are responsible for:

- Notifying the SENCo, at the beginning of the course, of any candidates who may qualify for access arrangements or reasonable adjustments.
- Providing details of intention to enter and estimated entries when requested by the exams officer.
- The accurate submission of candidates' names and entry codes to the exams officer for exam entries.
- Completing and checking all exam-related paperwork or other electronic information (e.g. entry lists, mock exam requests, mock exam papers / mark schemes and coursework submission).
- Adhering to all deadlines set by the exams officer or the academy annual calendar.
- Deciding whether or not to proceed with post results services which are chargeable to their faculty.
- Notifying the exams officer at the earliest opportunity of any intention to make exam entries with non-JCQ awarding bodies.

Note: It is often sensible for subject teachers to liaise with the exams officer regarding entry information – this is often the case at A-level when only a few students are being entered for a particular subject. This is to be encouraged but the Head of Faculty still retains overall responsibility for entries.

The SENCo is responsible for:

- Identifying and applying for all access arrangements in accordance with the awarding body's regulations.
- Working closely with any specialist assessor and ensuring that the specialist assessor is familiar with the candidate's picture of need and normal way of working within the centre.
- Ensuring that written evidence is available in good time to process access arrangements in accordance with the appropriate awarding body deadline.
- Making applications for access arrangements in line with JCQ or other appropriate awarding body regulations.
- Provision of staff (readers, scribes, practical assistants, etc.) and equipment which are required for candidates' access arrangements.
- Ensuring that the exams officer has up to date information on access arrangements detailing candidate names and the arrangement required.

- Advising teaching staff on the qualifications available for KS4 students who are not able to succeed across a full range of level 2 subjects.

Teachers are responsible for:

- Supplying information on candidates, entries, coursework and controlled assessments as required by their HoF/HoD or exams officer.
- Checking the annual external exam timetable and informing the exams officer immediately if any exam for which they are preparing candidates is missing.

Invigilators are responsible for:

- Maintaining the integrity and security of all exams at all times.
- Reporting without delay any suspicions of malpractice by candidates or centre staff to the exams officer or chair of governors as appropriate.
- Assisting the exams officer with the efficient running of exams in accordance with awarding body regulations.
- Ensuring that exam question papers/materials remain secure at all times and are never passed to anyone except the candidates taking the exam or the exams officer.
- Always refusing to pass exam question papers to teachers.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Checking that the exams officer has removed the correct question paper packets from secure storage so that a packet is not opened earlier than allowed by the awarding body.
- Ensuring that exam rooms are setup in accordance with awarding body regulation and academy procedures.
- Completing the attendance register at the start of exams and keeping the register in their possession during a fire evacuation situation.
- Collection of all exam scripts in the correct order at the end of the exam and their return to the exams office.
- Ensuring that there is a script for every candidate marked present on the attendance register.
- Ensuring that exam stationery is kept secure at all times and returned to the Exams Office at the end of a session.
- The safe evacuation of the exam room if the fire alarm sounds.
- Implementing the academy's safeguarding, *Prevent* and lockdown procedures.

Candidates are responsible for:

- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.
- Adhering to awarding body rules and regulations regarding exam room procedures.
- Ensuring that they have all equipment required to complete an exam – except for equipment provided by the academy.
- Checking that they have been given the correct question paper for their unit / level / tier and raising any concerns with an Invigilator immediately.
- Complying with Academy rules at all times, including the dress code.
- Being fully aware of dates, times and venues for their exam.
- Checking their exam entries upon receipt of their statement of entry / timetable and raising any questions with their subject teacher or appropriate HoF/HoD.
- Informing the exams officer immediately if their name or date of birth is not correct on their statement of entry / timetable.
- Notifying the exams officer if they are being entered for assessments by another centre.
- Managing their time during exams as it is not always permissible for the invigilator to give any indication of the time elapsed or remaining.
- Ensuring they write their legal surname and legal forename on their script.
- Being aware of the layout of question papers and which sections / questions to attempt. (This is particularly important when a question paper contains sections / questions for which the candidate has not been prepared).
- Producing legible writing.

Candidates are responsible for reading their timetable / statement of entry so that they know the dates and times of their exams. **Candidates must not rely on any verbal information given to them by the exams officer or other staff but must check dates and times against official awarding body timetables or timetables produced by SIMS.**

3. Qualifications Offered

The head of centre decides which qualifications to offer, in consultation with the governors, SLT and HoFs/HoDs and as determined by statutory legislation and DfE policy for state-funded schools. Details of qualifications offered each year are described in the KS4 options booklet and the sixth form prospectus. The head of KS4 and head of sixth form share this information with the exams officer. All students have equal access to the curriculum in accordance with the Equality Act 2010 and the academy's equality policy. Teachers inform students about qualifications and ensure that students choose qualifications appropriate to their needs, aspirations and ability. The head of centre reserves the right to withdraw a course which is not viable.

All KS4 qualifications are level 2. These are mainly GCSE. A small number of optional subjects follow a more vocational content. Students who are not able to succeed across the full range of subjects at this level follow a bespoke programme of study which is co-ordinated by the SENCo. P16 students follow either a level 3 (Y12 & 13) or a level 2 (Y12) pathway. All P16 students must study GCSE English Language and Mathematics if they have not achieved a level 2 pass.

Level 3, P16 qualifications are mainly GCE A-level; the new-specification, stand-alone GCE advanced subsidiary qualifications are not offered. A few qualifications follow a more vocational route.

Level 2, P16 qualifications follow GCSE and vocational qualifications.

4. Exam Series and Timetables

Mock exams for KS4 and P16 students are scheduled by SLT and dates are entered on the school calendar in July.

The appropriate SLT member:

- Requests question papers, mark schemes and entry details from HoFs/HoDs;
- Determines the mock exam timetable;
- Co-ordinates SLT quality assurance of question papers and mark schemes;
- Schedules teaching staff (who are released from teaching because of a mock exam) to assist with invigilation, if required;
- Appoints senior staff to usher candidates into the room at the start of each exam.

The exams officer:

- Collates question papers, mark schemes and entry details;
- Passes question papers and mark schemes to SLT for quality assurance and then arranges for reprographics to make the requisite number of copies;
- Stores question papers in date order, ready for deployment;
- Administers the exams as described in the academy's exams procedures manual;
- Deploys academy invigilators as required.

All mock exams are treated the same as external exams in order to give candidates practice at following the regulations. They also act as a test run for the exams office, allowing any problems which come to light to be mitigated.

GCSE and GCE exams are sat in the June season. The following qualifications have exams at other times of the year:

- BTEC Firsts, Technicals and Nationals
- Functional Skills
- Entry level qualifications

Timetables, key dates and entry procedures are detailed on the appropriate awarding body's website.

Centre-marked and centre-timetabled assessments are scheduled throughout the year by HoFs/HoDs and SLT. Dates are recorded the school calendar and communicated to the staff zone.

The exams officer notes the provisional dates of all summer exams as soon as the awarding bodies make these known. If a clash is likely to occur then the exams officer requests the awarding bodies to make changes. The exams officer publishes, in accordance with estimated entry information, the exam timetable for the next academic year in July. This is updated as required.

Candidate and centre timetables for each season are circulated once final entries are known. Candidates are issued with their provisional summer timetable at parents evening. Final candidate timetables are issued as soon as all seating plans have been completed, after all tier changes have been finalised.

5. Entries and Registrations, Entry Details and Late Entries

The exams officer maintains a list of all estimated entries for KS4 and KS5 classes (Y9 to Y13). The list includes: awarding body, award entry code, unit entry code(s) (if applicable), QAN, estimated number of entries and season of entry. The exams officer updates this list each year by rolling over Y9, Y10 & Y12 to Y10, Y11 & Y13 respectively. Y9 & Y12 course information is gathered from KS4/KS5 information booklets and by looking at the classes which have been set up by the timetabler. The information is then checked by HoFs in July and September.

The Head of Sixth Form must inform the exams officer of students who are following a course at another school within the King Edward VI Academy Trust. The exams officer will then contact the exams officer of the host school to determine entry information and will ensure that JCQ consortium arrangements are made if required. All such students sit their exams at HWGA.

The exams officer requests entries from HoFs/HoDs who consult with the candidate's teacher when determining entries and tier of entry (where appropriate). Where more than one teacher is involved in teaching an exam group for a single exam qualification, all teachers involved should meet and agree all decisions. If there are separate entry codes for different subject options then candidates must be entered for the option(s) which they have studied.

Registrations are necessary for all non-GCE and GCSE programmes, specifically Pearson BTEC and ASDAN Qualification learners. These should be added at the start of the two-year course in September. BTEC registrations require for basedata to first be forwarded to Arbor support before entries are made using EDI.

Registration Process for non-GCE or GCSE qualifications:

- Names of students opting for a course in KS4 or 5 are received by the senior leader i/c timetabling
- Once checked, lists are forwarded to the exams and data team to load into the MIS
- List on the MIS are then checked by the ASDAN designated exams officer
- As courses commence, lead assessors check registration lists
- ASDAN and Pearson will be contacted immediately if an error in the submission is identified.
- Records of entries kept on MIS

Awarding bodies do not charge for withdrawals or tier changes if these are made before their entry amendment deadline. Therefore, where there is uncertainty over an entry, the entry is made as normal and a final decision taken before the amendment deadline passes.

Candidates or parents/carers can request a subject entry, change of level or withdrawal but this is subject to agreement with SLT and may incur a fee, payable by the parent/carer.

The centre accept private candidates who were with the organisation previously.

The centre does not act as an exams centre for other organisations.

The exams officer requests entries well in advance of the entry deadline. The exams officer emails HoFs/HoDs a timetable of key dates for making entries, including the final entry deadline. This timetable ensures that there is sufficient time for entries to be thoroughly checked by HoFs/HoDs, exams office staff and SLT in good time for the entry deadline.

As a further check on the accuracy of entries, candidates are given provisional summer exam timetables before the entry deadline and asked to contact the exams officer immediately if they think anything is wrong. The exams team will contact the awarding bodies if errors have been realised.

Late entries are authorised by HoFs/HoDs in consultation with SLT.

6. Re-sit Entries

If a candidate is following a unitised qualification where units can be entered in different seasons then the candidate is permitted one re-sit attempt (if allowed by the awarding body) at the Academy's expense. The candidate must pay their own entry fee for further re-sit attempts. However, current Ofqual regulations permit only one re-sit for most qualifications.

7. Withdrawals from Qualifications

Withdrawals can be made from both exam entries and registrations for vocational qualifications. These are made when:

- Candidates leave the academy (subject to a transferred candidate arrangement not being required);
- Candidates cease attending the course which leads to the qualification;
- The qualification is no longer being offered by the academy or awarding body
- The academy considers that the candidate is not producing a high enough standard of work to make continuation of the qualification worthwhile – this decision must be approved by the Associate Headteacher.

8. Exam Fees

Neither candidates nor faculties are charged for initial entries/registrations, changes of tier or withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies. In such cases, fees are met by the exams office.

The exams officer publishes a calendar of deadline dates well in advance for each exam series.

Late entry or amendment fees are paid by departments, exams office and candidates as follows:

- 1) Departments: where the late entry is due to a departmental error.
- 2) Candidates (or parents/carers): where the late entry is due to themselves.
- 3) Exams Office: where the late entry is due to an exams office administrative error or a mid-term transfer.

Fee reimbursements are sought by the academy from parents/carers of candidates who are absent from or who are very late for an exam for which they have been entered unless a valid reason and satisfactory evidence for the absence/lateness has been provided. Candidates are made aware of this in the HWGA handbook for candidates sitting external exams.

Candidates are responsible for any fees chargeable for the correction of names and dates of birth on certificates when the candidate did not inform the exams officer immediately of any error on their statement of entry, timetable or statement of results.

9. Equality Legislation

All centre staff must ensure that they meet the requirements of the Equality Act 2010 and abide by the academy's Equality policy.

In particular, the Centre complies with the Equality Act by:

- making reasonable adjustments to assessments in accordance with awarding body regulations and where this is appropriate to the needs of the candidate;
- ensuring that all candidates have access to assessment areas and facilities.

This is the responsibility of the head of centre, exams officer and SENCo.

10. Access Arrangements

The SENCo informs subject teachers of candidates with special educational needs who are embarking on a course leading to an exam. The SENCo can then inform individual staff of any special arrangements that individual candidates can be granted during the course and in exams.

A candidate's access arrangements requirement is determined by the SENCo and a specialist assessor, who must hold a Level 7 qualification. Submitting completed access arrangement applications to Awarding Bodies is the responsibility of the SENCo. Rooming, invigilation and support for access arrangement candidates are organised by the exams officer and SENCo.

11. Contingency Planning

A contingency policy is maintained by the exams officer. This covers emergencies on exams and results days, such as the centre not being available, and how to manage exams when the exams officer is suddenly absent at key times in the exams cycle.

12. Managing Invigilators

Exam invigilators are managed by the exams officer. The exams officer endeavours to recruit sufficient exam invigilators to cover the needs of all mock and external exams. SLT may ask teachers to invigilate mock

exams when an exam releases them from teaching. Any shortfall in invigilator numbers is met using agency staff. Invigilator induction and update sessions are managed by the exams officer.

Invigilators are recruited in accordance with the academy's recruitment and safeguarding procedures. Invigilator rates of pay are set by the governors. Invigilators (whether academy or agency) are never paid any performance-related bonus.

Invigilators are timetabled and briefed by the Exams Officer.

13. Malpractice

Allegations of malpractice are investigated in accordance with the academy's malpractice policy. It is the responsibility of candidates, centre staff and invigilators to report all suspicions of malpractice to the exams officer or head of centre.

14. Exam Days

Exam rooms are allocated by SLT at the beginning of the academic year. The exams officer creates seating plans for all exams and records all exam room usage in the centre MIS. The cover manager makes room changes to accommodate exams if this is required. The exams officer collates the materials required for each exam room and makes these available to the invigilators.

The site team are responsible for setting up desks and chairs in accordance with awarding body regulations. Senior staff are present at the start of exams to settle candidates and usher them into the room in an orderly fashion. Exams are started by the exams officer or invigilators.

All centre staff must abide by the *JCQ Notice to Centres – the people present in the exam room* and by any additional regulations laid down by the awarding body.

Subject teachers must be on hand during practical exams in case of any technical difficulties. This is particularly important for subjects such as Art & Science where there are health and safety implications for handling equipment and materials.

Exams are finished by invigilators who ensure that scripts are collected in candidate number order. The exams officer, assisted by invigilators if required, packs scripts without delay and ensures they are despatched promptly in accordance with awarding body regulations.

The exams officer decides, in accordance with the awarding body's regulations, when question papers are no longer live – the earliest possible time is usually after all scripts have been packed ready for despatch.

15. Candidates – Code of Conduct

Candidates must follow the academy's published student code of conduct at all times – including the uniform code. Candidates are made aware of exam regulations in the following ways:

- Instruction from teaching staff on how to conduct themselves during coursework assessments – particularly the need to correctly reference work which is not their own.
- Information on Firefly – including the *HWGA Handbook for Candidates Sitting External Exams*
- Exam briefing assemblies conducted by the exams officer for Y10 to Y13.
- Mock exams are sat in Y10, Y11 and Y13. These are conducted in accordance with the awarding body's regulations.

Candidates should not bring unauthorised items to their desk. Such items which are handed in to an invigilator remain the responsibility of the candidate and the centre accepts no liability for their loss or damage.

Invigilators note the arrival time of late candidates on the invigilator log sheet and note the time at which the candidate starts the exam. If a late candidate is permitted to sit the exam then they will be given the full time for the exam. Where a candidate arrives after the latest time permitted by the awarding body (i.e. very late), they may be permitted by SLT to sit the exam but the exams officer will warn the candidate that the awarding body is very unlikely to accept their work. The exams officer will send a report of very late candidates to the awarding body, including:

- The time from which the candidate was under centre supervision;
- Why the candidate was late;
- The extent to which the candidate was under supervision from the time of being very late.

Candidate malpractice is dealt with in accordance with the academy's malpractice procedures.

The exams officer will ensure absences are reported at the start of each exam. KS4 student support and P16 admin (as appropriate) will attempt to contact absent candidates and ensure that they attend.

16. Staff Code of Conduct

Invigilators are instructed to challenge all staff who enter an exam room and to ask them to leave if they have no valid reason for being there. All teachers are given a list of exam / assessment expectations at the start of the academic year and are required to sign to indicate that they have read and understood it. New teaching staff are given an exams induction by the exams officer.

Teachers are not permitted access to live question papers. The only exception is when the exams officer needs to refer to a teacher concerning a possible error on a question paper which was raised by a candidate and when no erratum notice has been issued by the awarding body.

Teachers may be present outside the exam room to offer encouragement and advice before the candidates enter but are not permitted to enter the exam room.

17. Clash Candidates

Exam clashes are automatically identified by the academy's MIS. In order to ensure the accuracy of this, basedata is created for non-EDI entries and entries into the MIS are made in the usual way.

The exams officer notifies candidates who have clashes and informs them of the arrangements for handling clashes which will be according to awarding body procedures. In particular, clash candidates must not have access to any electronic device (phones, email, internet, databanks, e-dictionaries, e-book reader etc.) and must not communicate with subject teachers or candidates who are not under supervision for the same length of time as themselves.

Special arrangements for lunch are made for clash candidates if required. Clash candidates are warned by the exams officer that breaking the terms of centre supervision arrangements constitutes malpractice.

18. Special Consideration

If a candidate feels that they have been disadvantaged in an exam through no fault of their own then they can apply for special consideration as described in the *HWGA Handbook for Candidates Sitting External Exams*.

19. Internal Assessments

Candidates who have to prepare portfolios should do so by the end of the course or centre-defined date.

It is the duty of HoDs to ensure that all internal assessments are ready for despatch at the correct time. The deadline dates are published on the awarding body's website. Teachers must inform candidates of their mark well before the awarding body's deadline for the submission of marks in order to allow a candidate sufficient time to appeal against their mark, should they wish to do so. The exams officer assists by keeping a record of each despatch, including the recipient details and the date and time sent.

Marks for all internally assessed work are sent to the Exams Office by HoFs/HoDs.

The process for managing appeals against internal assessments is detailed in a separate appeals policy (*HWGA Internal Appeals Procedures*).

20. Results, Review of Results and Access to Scripts (ATS)

August exam results dates are notified to candidates and staff as soon as they are known. The procedures for distributing and analysing results are agreed in advance by the exams officer, data manager, head of KS4, head of P16 and SLT. Arrangements are notified to candidates by letter in the summer term by the head of KS4 and head of P16.

All exam results are uploaded to the centre MIS and the exams officer produces results slips for each candidate. Candidates collect these in person from the centre. In exceptional circumstances, a candidate may authorise a third party to collect their results provided:

- The candidate writes, signs and dates a note authorising the third party to collect the results.
- The third party produces the note and identification when collecting the results.

A candidate may leave a stamped, addressed envelope to have their results posted. Results are not emailed nor given out over the telephone.

Practical arrangements and provision of staff for results days is the responsibility of the exams officer and SLT. SLT and senior teachers make themselves available on results days to advise candidates about the next stage in their education and development.

All requests for post results services must be made in writing by the candidate on the appropriate form which can be found on Firefly. Candidates are warned that a results enquiry could cause their grade to go down as well as up. Candidates are informed of the post results services available before entries are made via the *HWGA Handbook for Candidates Sitting External Exams*.

A review of marking may be requested by HoFs/HoDs, SLT or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any request is made. When the centre does not support a request from a candidate or parent / carer then a candidate may ask the exams officer to apply for an enquiry. The candidate must pay the appropriate fee before the request is made. Details of when the centre will and will not support a review of marking are detailed in *HWGA Review of Results & Access to Scripts – policy and procedures*.

Teachers may request access to scripts for investigation or teaching purposes provided the candidate has given written consent. Candidates may request access to scripts provided the appropriate fee is paid to the finance office.

Re-marks cannot be applied for once the original script has been returned.

An awarding body may adjust marks downwards for all candidates entered for controlled assessment or coursework units because they have decided that the centre's marking was too lenient and outside tolerance. As appeals against this decision affect all candidates entered, only the head of centre will be allowed to appeal and only if all candidates entered give their written consent for the appeal to proceed. Awarding bodies will not consider appeals if they have accepted the centre's original marks – in this case, the candidate must make an internal appeal before marks are submitted to the awarding body.

The process for accessing post results services is detailed in making an enquiry about results or gaining access to a script is detailed in *HWGA Review of Results & Access to Scripts – policy and procedures*.

21. Certificates

Details of all certificates received for a given exam season are collated on a single spreadsheet by the exams officer. Certificates are placed into candidate envelopes as they are received. The exams officer claims vocational certificates as described in the *HWGA Exams Procedures Manual*. In particular, when vocational certificates are received, the exams officer checks that unit grades are the same as those claimed by the teacher.

When all certificates have been received and logged, the exams officer produces a log of all certificates detailing, candidate name, candidate number, date of birth, certificate details, date of arrival and a space for candidates to sign. The log is printed and filed. Candidates are informed by letter and email when certificates can be collected.

The awarding bodies are to be contacted immediately if an error is noticed on a certificate.

Certificates are located in the former exams secure room for which only named personnel on the keyholders policy have access.

Candidates collect certificates in person and sign for their receipt. Candidates may give written and signed authorisation for a third party to collect their certificates.

The centre endeavours to retain certificates for as long as possible but reserves the right to dispose of any certificates which have not been collected after one year. Collection and destruction records are retained for a minimum of six years.