

LINK19 College



EXAM POLICY

Reviewed Date: Winter 2026

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LINK19 COLLEGE

Exam Policy

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The policy's purpose

The purpose of this exam policy is:

- To ensure the planning and management of exams is conducted efficiently and in the best interest of the candidates.
- To identify the key processes and responsibilities which help the Exams Officer to work effectively with colleagues in college and with the relevant awarding bodies.
- To ensure the operation of an efficient exam system with clear guidelines for all relevant staff.
- It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.

The exam policy will be reviewed annually. The exam policy will be reviewed by the Head of Centre and Exams Officer.

This policy is to be read and referred to in conjunction with topic specific LINK19 policies and those policies shall prevail.

Exam responsibilities

The Head of Centre:

- Advises on appeals and re-marks.
- Is responsible for reporting all suspicions or actual incidents of malpractice. Refer to the JCQ document - Suspected malpractice in examinations and assessments.
- Is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.
- Head of Centre must ensure that senior leadership team and exam officer familiarise themselves with the entire contents of JCQ *General Regulations for Approved Centres* booklet. In particular, Heads of Centre must familiarise themselves with sections 5.1, 5.3 and 5.4 and all annual updates.
- Head of Centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments. ([GR, section 1](#))
- Recruitment, selection and training of staff;
 - Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications

- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior staff and the examinations officer (EO) to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints a lead teacher who will determine appropriate access arrangements
- Ensures that the lead teacher has sufficient time to both manage the access arrangements process within the centre and familiarise themselves with and understand the JCQ publication *Access Arrangements and Reasonable Adjustments*
- Ensures that the examinations officer has sufficient time to perform their role and familiarise themselves with relevant awarding body and JCQ documentation.
- Ensures that the examinations officer is line managed and actively supported by the Head of Centre who has a good working knowledge of the examination system
- Alongside the Exams Officer, will co-ordinate invigilators. Ensuring that, wherever possible, a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates, is not an invigilator during the examination. In exceptional circumstances, a teaching assistant or a Learning Support Assistant, who has supported one or more candidates in the room, may act as an invigilator. However, they must not be the sole invigilator. Where a candidate with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator, another invigilator will be required.

The Exams Officer:

- The person appointed by the Head of Centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.
- **The College Lead on site (the Head of Centre) may not appoint themselves as the examinations officer.** A Head of Centre and an examinations officer are two distinct and separate roles.
- The Head of Centre and/or examinations officer may operate across more than one centre. In such cases the Head of Centre must ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible. The Head of Centre must ensure that these arrangements are covered by their examination contingency plan.
- Manages the administration of public and internal exams.
- Advises the leadership team, subject and class teachers and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies.
- Communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them.

- Consults with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ and awarding body guidelines.
- Receives, checks and stores securely all exam papers and completed scripts.
- Administers access arrangements and makes applications for special consideration using the JCQ publication Access Arrangements and Reasonable Adjustments.
- Identifies and manages exam timetable clashes.
- Accounts for income and expenditures relating to all exam costs/charges.
- Line manages the training and monitoring of a team of exam invigilators responsible for the conduct of exams.
- Submits candidates' coursework marks, tracks despatch and stores returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of exam results and certificates to candidates as soon as reasonably possible upon receipt and forwards, in consultation with the leadership team, any appeals/re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their exams.

Teachers are responsible for:

- Notification of access arrangements requirements (as soon as possible after the start of the course).
- Submission of candidates' names for examinations.
- Accurate completion of entry and all other mark sheets.
- Adherence to deadlines as set by the awarding bodies.
- Accurate completion of coursework/ controlled assessment mark sheets and declaration sheets.
- Decision on post results procedures.

Invigilators are responsible for:

- Assisting the Exams Officer in the efficient running of the exams according to JCQ and awarding body regulations.
- Responsible for the security of the exam before, during and after the exam.
- Collection of exam papers and other material from the exams office before the start of the exam.

- Collection of all exam papers in the correct order at the end of the exam and returning them to the Exams Officer securely.
- Invigilators are provided with an Invigilator Handbook along with access to the JCQ ICE booklet and awarding body ICE booklet.
- Invigilators are suitably trained.

Candidates and their parents are responsible for:

- Understanding coursework and examination regulations.
- Signing a declaration that authenticates the coursework as their own.
- Ensuring they conduct themselves in all exams according to the JCQ and awarding body regulations.

Qualifications offered

- The qualifications offered at this centre are decided by the LINK19 College leadership team and the subject teachers.
- The qualifications offered are Pearson Edexcel Functional skills, Pearson BTEC and NCFE.
- Informing the Exams Officer of changes to a syllabus is the responsibility of the subject teacher.
- Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the subject teacher and LINK19 College Lead.
- See Appendix 3 for the Fair Assessment Policy.

National Centre Number Register and other information requirements

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Ensures the National Centre Number Register annual update is responded to by the end of October every year (where applicable)
- Takes responsibility (where applicable) for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre Declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the Head of Centre's declaration (where applicable), will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre

Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection
- Understands the JCQ Centre Inspector will identify themselves with a photo ID card and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility

Exams officer

- Understands the contents of annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for Conducting Exams \(ICE\) – Joint Council for Qualifications](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-Results Services \(PRS\)](#)
 - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year
 - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
 - Informs the National Centre Number Register Team **immediately** (e-mail address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place
 - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Works with the lead teacher to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

Senior leaders

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for Conducting Exams \(ICE\) – Joint Council for Qualifications](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Instructions for conducting non-examination assessments \(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process – Joint Council for Qualifications](#)
- Ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and lead teacher
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

Lead Teacher

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and Lead teacher
- Keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events

Exam series

- External exams are scheduled during the summer exam season. External assessments take place according to the relevant subject specification guidelines, under exam conditions.
- The LINK19 College Lead decides which exam series are used in the centre.
- The centre does offer some on demand assessments. If offered, on-demand assessments can be scheduled only in windows agreed between the LINK19 College Lead and subject teachers.

Exam Cycle

The exams management and administration process that needs to be undertaken for each exam series is often referred to as the exam cycle and relevant tasks which need to be undertaken before, during and after an exam series grouped into the following stages and are the responsibility of the Exams Officer with support of the Head of Centre:

- planning
- entries
- pre-exams
- exam time
- results and post-results

Timetable

- Once confirmed, the Exams Officer will circulate the exam timetable for External exams with relevant staff, learners and Parents/Carers.

Entries, entry details and late entries

- Subject teachers will provide estimated entry information to the Exams Officer to meet JCQ and awarding body deadlines at the start of each academic year.
- Entry deadlines are circulated to subject teachers via email and meetings.
- Candidates are selected for their exam entries by the subject teacher.
- The centre accepts entries from external candidates from members of staff only at the discretion of the Head of Centre
- The centre does not act as an exam centre for other organisations.
- Late entries are authorised by the LINK19 College Lead.
- Re-sit decisions will be made by the LINK19 College Lead and subject teachers.
- The centre does not typically accept private candidates

Exam fees

- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.
- Exam entry fees are paid by the Centre.
- Late entry or amendment fees are paid by the Centre.

- Fee reimbursements may be sought from candidates who decide not to sit an examination they are entered for without medical evidence or evidence of other mitigating circumstances.

Equality Legislation

- All exam centre staff must ensure that they meet the requirements of any equality legislation.
- The centre will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates, in accordance with requirements defined by the legislation, awarding bodies and JCQ. This is the responsibility of the Head of Centre, subject teachers and Exams Officer.
- Refer to the LINK19 College Equalities (Exams) Policy

Access arrangements

- The lead subject teacher will inform the Exams Officer of candidates with any special arrangements that individual candidates will need during the course and in any assessments/ exams.
- A candidate's access arrangements requirement is determined by the subject teacher.
- Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the Subject Teacher, Exams Officer and Head of Centre.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Exams Officer.
- Rooming for access arrangement candidates will be arranged by the Exams Officer. Ensure criteria for candidates granted alternative rooming arrangements (formerly known as separate invigilation) e.g. a room for a smaller group of candidates with similar needs, is clear and meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms
- Invigilation and support for access arrangement candidates, as defined in the JCQ Access Arrangements Regulations booklet, will be organised by the Exams Officer.
- Refer to LINK19 College Access Arrangements, Reasonable Adjustments and Special Considerations Policy

Contingency planning for Exams

- The centre has in place a contingency plan for exams and also an escalation process.
- Refer to LINK19 College Contingency Plan
- Refer to LINK19 College Escalation Process

Private Candidates

- Accepting examination entries from private candidates is the decision of the Head of Centre.

Managing invigilators

- Support staff are used to invigilate examinations.
- The LINK19 College Lead and Exams officer will liaise re the recruitment of invigilators from the support staff team.
- Invigilators are timetabled and briefed by the Exams Officer.
- A training session must be held for any **new** invigilators.
- An **update meeting** must be held for the **existing** invigilation team so they are aware of any changes.
- The Exams Officer prepares an Invigilator handbook each year, which is updated to include all new and relevant information for them.

Malpractice

- The Head of Centre is responsible for investigating suspected malpractice at the centre which also includes the misuse of AI (Artificial Intelligence) in exams, also refer to the JCQ document **AI Use in Assessments: Protecting the Integrity of Qualifications**. Please see the separate LINK19 Malpractice and Maladministration Policy, Use of AI in Assessments and Exams Policy and Whistleblowing (Exams) Policy for the college.

The Department for Education must be notified immediately in writing if LINK19 College receives any Awarding Organisation sanction, including suspension and/or centre approval status removal or the removal of the ability to register or certificate learners.

Policies Available for Inspection

- Has in place the required policies for inspection that must be reviewed and updated annually
- Refer to Exams Policy Log in Appendix 2 for details of policies available
- Policies held are electronic, paper copies can be printed where necessary and are also found on our college website

Security of Exam Materials

Exams officer

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the Head of Centre

- Ensures access to the secure room is restricted and staff approved by the Head of Centre are accompanied by a keyholder at all times. There must be between two and six keyholders only (the exams officer must be one of the keyholders), each keyholder must fully understand their responsibilities as a keyholder to the secure storage facility
- Please refer to Secure Room/Secure Storage Facility – Keyholder and Access Log
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Carefully checks question paper packets when they are removed from the dispatch packing, taking care to handle the packets to ensure no damage to packaging and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Keeping question papers always in their sealed packets until signed out for the relevant exam
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process
- Ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers
- The secure room must be accessible throughout an examination series for the storage of question papers and be available for inspection
- Files must not be accessed or printed at alternative locations without the awarding body's prior permission

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer*. Other members of centre staff may assist with printing and collation provided they are under supervision

- All staff accessing secure assessment material via awarding bodies' online systems must have a device complying with awarding bodies' multi factor authentication (MFA) requirements
 - Devices used for the purposes of multi-factor authentication (MFA) must never be shared by more than one member of staff
- *For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

Reception staff

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

Exam days

Head of Centre

- Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies
- Will visit the exam room before the start of the exam to verify the identity of all candidates

Exams officer

- Ensures exams are conducted according to JCQ and awarding body instructions
- Uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed
- The Exams Officer will book all exam rooms and make the question papers, other exam stationery and materials available for the invigilator leading the exam.
- The invigilator will start all exams in accordance with the JCQ or awarding body guidelines. Invigilators are aware that candidates with disabilities and learning difficulties may need the invigilator's announcement in an alternative format or may need to hear it more than once
- Assistant Lead/Subject teachers may be present at the start of the exam to assist with identification of candidates but must not advise on which questions or sections are to be attempted. Please refer to the full Identifying Candidates for Exams procedure.
- In practical exams, subject teachers may be on hand in case of any technical difficulties.
- A timetable variation is not allowed due to college transport arrangements
- An awarding body will not vary the release time for a PDF copy of the question paper to accommodate travel to an alternative site.
- Where a candidate is taking an examination earlier than the awarding body's published starting time due to a timetable clash and a PDF copy of the standard question paper is required, the relevant awarding body must be contacted.

Dispatch of exam scripts

Exams officer

- Dispatches scripts as instructed by JCQ and awarding bodies
- Keeps appropriate records to track dispatch
- Ensure script packages are available at the agreed pickup point 15 minutes before the beginning of the collection slot
- Script packages must not be left unattended at the collection area

Exam papers and materials

Exams officer

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Where a candidate requires a question paper on coloured paper and/or enlarged from A4 to A3, it is strongly recommended that a PDF copy of the standard question paper is used. The use of a PDF copy of the question paper will ensure better print quality and reduce the possibility of human error when collating and stapling

- For AQA, Pearson and WJEC centres, a PDF copy of the standard question paper is downloaded from AQA Centre Services, Pearson Edexcel Online (SDS) or WJEC Portal within 60 minutes of the awarding body's published starting time for the examination
- Where a centre requires access to a PDF copy of the standard question paper for this purpose, the 60 minute release time should be considered. An awarding body will not vary the release time for a PDF copy of the standard question paper to accommodate a centre's earlier starting time for the examination
- The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. The centre must ensure that the question paper is printed correctly, is of good quality and is collated in the right order.
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened (second pair of eyes check)
- Ensures the second pair of eyes check is recorded as above point
 - Question papers must always be kept in their sealed packets until the second pair of eyes check and log have been completed.
 - The second pair of eyes check must take place immediately before each question paper packet is opened in the designated examination room.
 - If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, the check must take place in the secure room, in either scenario the second pair of eyes check must be recorded
- Return unused stationery to the secure storage facility or secure room until needed for a future examination. Surplus stationery must not be used for internal tests, mock examinations or non-examination assessments;
- Confidentially destroy any out-of-date stationery
- Unused question papers **must not be released to any individual i.e teaching staff until 24 hours after the awarding body's published finishing time** for the examination. Where a candidate is sitting an examination scheduled for the afternoon session on the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until the candidate has completed that examination.

Exam rooms

Head of Centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Internal exams

Exams officer

- Prepares for the conduct of internal exams under external conditions (where applicable to the centre)
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Ensures that candidates are able to see the board / flip chart / whiteboard and clock when sitting down
- Provides exam documents; register, invigilator incident log, info of internal exam
- Requests internal exam papers from teaching staff
- Arranges invigilation (where applicable to the centre)

Lead Teacher

- Liaises with teaching staff to make appropriate arrangements for access arrangement candidates

Teaching staff

- Provide exam papers and materials to the EO
- Support lead teacher in making appropriate arrangements for access arrangement candidates

Candidates

- The Exams Officer will provide written information to candidates and their parents/carers in advance of the exam series. This will include the JCQ Information to Candidates document as well as a personalised letter stating the exam levels and dates where applicable.
- The centre's published rules on acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage. In the exam room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. This also includes wrist watches and AirPods/earbuds, electronic headphones and smart glasses. These items must not be taken into an exam room.
- Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Invigilator.
- Candidates who leave an exam room early must be accompanied by an appropriate member of staff at all times.
- The Exams Officer and Head of Centre are responsible for handling late or absent candidates on the exam day.

Clash candidates

- The Exams Officer will be responsible for managing exam clash candidates and identifying a venue and secure supervision for them. This will be arranged in consultation with the LINK19 College Lead.

Food and Drink during exams

Food and drink is not typically allowed during an exam but may be allowed in the examination room at the discretion of the Head of Centre, particularly if an exam is lasting 90 minutes or more.

However, any agreed food or drink brought into the examination room by the candidate or the centre must be free from packaging and all labels removed from drink containers that must be in transparent bottles.

Special consideration

Please refer to the LINK19 College Access Arrangements, Reasonable Adjustments & Special Considerations Policy for further information.

- 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 parent/carer's responsibility to alert the centre, the Exams Officer or the exam invigilator, to that effect.
- The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example by providing a letter from the candidate's doctor.
- The Exams Officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

Internal assessments

- It is the duty of the subject teachers to ensure that all internal assessments [Controlled assessments and Non-Exam Assessments (NEAs)] are ready for despatch at the correct time.
- The Exams Officer will inform all subject teachers of upcoming deadlines regularly by email.
- The Exams Officer will keep a record of each despatch, including the recipient details and the date and time sent.
- Marks for all internally assessed work and estimated grades are provided to the Exams Officer by the subject teachers.
- See Appendix 1 for the Management of Non-Exam Assessment Risk Management.

- Refer to the LINK19 Non-Examination Assessment Policy for full details.

Appeals against internal assessments

- The process for managing appeals against internal assessments is detailed in the Learner Appeals Policy. This covers appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration.
- Refer to the LINK19 Non-Examination Assessment Policy and the Learner Appeals Policy for full details.

Results

- Results will be ready for candidates to collect on results day in August for GCSEs. Functional Skills are rolling year-round and do not have a set results day.

Enquiries about Results (EARs)

- After the release of results, a candidate's parent/carer or subject staff may request an EAR.
- Further information please refer to the Learner Appeals Policy.

Access to Scripts (ATS)

- Centre staff may request scripts for investigation or for teaching purposes. For the latter, the consent of the candidates must be obtained.
- Processing of requests for ATS will be the responsibility of the Exams Officer in liaison with the Head of Centre.
- An EAR (Enquiry about Results) cannot be applied for once an original script has been returned.
- For full details please refer to the Learner Appeals Policy.

Certificates

- obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates;
- distribute certificates to **all** candidates without delay and regardless of any disputes (such as non-payment of fees). **Certificates must not be withheld without prior permission from an awarding body, which will only be given in very exceptional circumstances.** A record should be kept of the certificates that are issued;
- retain securely all unclaimed certificates for a minimum of 12 months from the date of issue;

- destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed in a confidential manner. Centres that do not have a means of destroying certificates confidentially may return them to the respective awarding body. A record of certificates that have been destroyed should be retained for four years from their date of destruction. This record should list the candidate number, the awarding body, the qualification(s) and the examination series.

Candidates are informed (when their certificate and accompanying letter is distributed/handed to and signed for by the learner) that some awarding bodies do not offer a replacement certificate service. In such circumstances the awarding body will issue a Certifying Statement of Results;

Where an awarding body issues a replacement certificate or a Certifying Statement of Results, this will provide an accurate and complete record of results for all qualifications covered by the original certificate.

- return any certificates requested by the awarding bodies. Certificates always remain the property of the awarding bodies.

Single Equalities Scheme Impact Assessment

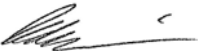
This policy has been developed to ensure that there is no negative or adverse impact on any individual or group in terms of disability, race, belief, gender, sexual orientation or age. All opportunities for potential positive impact on individuals, groups and the community are embedded within the ethos, vision and values of the college.

LINK19 College is committed to achieving Best Value in all decisions made. We use the principles of Best Value as they apply to securing continuous improvement in this college.

Reviewed Date: Winter 2026

Review Date: Winter 2027

APPROVED by the LINK19 Board of Directors.

Signed by LINK19 College Lead: 

Appendix 1: Risk Management Processes for Non-Exam Assessments

| Example risks and issues | Possible remedial action | | Staff |
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| | Forward planning | Action | |
| Centre Staff Malpractice | Ensure relevant centre staff are familiar with and follow: · the current JCQ publication Instructions for conducting non-examination assessments · the JCQ document Notice to Centres - Sharing NEA material and candidates' work - www.jcq.org.uk/exams-office/non-examination-assessments | Refer to internal Malpractice & Maladministration Policy, begin investigation and report immediately following the JCQ guidance. | All relevant staff involved with the administration and delivery of qualifications |
| Candidate Malpractice | Ensure candidates are informed and understand they must not: a) submit work which is not their own b) make available their work to other candidates through any medium c) allow other candidates to have access to their own independently sourced material d) assist other candidates to produce work e) use books, the internet, AI or other | Refer to internal Malpractice & Maladministration Policy, begin investigation and report immediately following the JCQ guidance. Refer to internal AI Policy where necessary and also the JCQ AI Use in Assessments: Protecting the Integrity of Qualifications : a guide for Tutors & Assessors document. | Exams Officer, Subject Tutors, Head of Centre |

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| | <p>sources without acknowledgement or attribution f) submit work that has been word processed by a third party without acknowledgement g) include inappropriate, offensive or obscene material. Ensure candidates have been made aware of the JCQ documents Information for candidates - non-examination assessments and Information for candidates – Social Media - www.jcq.org.uk/exams-office/information-for-candidates-documents and understand they must not post their work on social media and the use of AI, see JCQ AI and Assessments – A quick guide for learners.</p> | | |
| Timetabling | | | |
| <p>Assessment schedule clashes with other activities</p> | <p>Plan/ establish priorities well ahead (e.g. start of the academic year) for all subjects or lines of learning.</p> | <p>Plan dates in consultation with college calendar – negotiate with other parties.</p> | <p>Exams Officer and Head of Centre</p> |

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| Too many assessments close together across subject or lines of learning | Plan assessments so they are spaced over the duration of the course. | Space assessments to at least allow candidates sometime between assessments. | Subject tutors and Head of Centre |
| Accommodation | | | |
| Insufficient space in classrooms for candidates | Once group sizes are known at the start of the year, flag instances where regular classroom space may not be suitable. | Use more than one classroom or multiple sittings where necessary. | Exams Officer and College Lead |
| Insufficient facilities for all candidates | Careful planning ahead and booking rooms/ centre facilities. | | Exams Officer and College Lead |
| Downloading awarding body set tasks | | | |
| IT system unavailable on day of assessment | Download tasks well ahead of scheduled assessment date if possible. | Book IT equipment well ahead and download tasks before scheduled date of assessment if possible. | Exams Officer, subject tutors and IT Manager |
| Teaching staff/ assessors unable to access task details | Test secure access rights ahead of schedule every year and every session. | Ensure teaching staff/assessors have access rights for correct area of awarding body secure extranet sites ahead of time. | Exams Officer, subject tutors and IT Manager |
| Loss of task details in transmission | Download tasks well ahead of scheduled assessment date if possible. | Report loss to awarding body for replacement; download again. | Exams Officer and IT Manager |
| Security of user accounts | Provide training on the importance of strong unique passwords and keeping them secret or | Ensure appropriate CPD for staff involved in exam process. Liaise with IT. Action the | Head of Centre, Exams Officer, subject Tutors |

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| | <p>updating them if exposed. Provide training on phishing attempts. Enable additional security settings and set up secure account recovery options. Monitor accounts and review access, removing when no longer required. Ensure staff are all aware of cyber security and what this means for the college. Authorised staff to ensure multi-factor authentication (MFA) requirements.</p> | <p>Cyber Security protocols where necessary.</p> | |
| Absent candidates | | | |
| <p>Candidates absent for all or part of assessment (various reasons)</p> | <p>Plan alternative session(s) for candidates.</p> <p>Inform parents of exam absence procedure.</p> | <p>Contact candidate parent/carer, contact awarding body; inform the invigilators; check whether the exams can be rescheduled; edit seating plan.</p> <p>N.B. Will special consideration be required?</p> | <p>Exams Officer, subject tutors, Head of Centre</p> |
| <p>Candidates have a scheduling clash for exams or assessment</p> | <p>Always consider candidate timetables well ahead and decide on priorities in advance to scheduling clashes.</p> | <p>Check before booking the date; provide alternative date where necessary and consult awarding body</p> | <p>Exams Officer and subject tutors</p> |

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| | | <p>procedures for dealing with timetabling clashes.</p> <p>N.B. retakes of NEAs or controlled assessments are limited.</p> | |
| Very late candidates | Plan alternative session(s) for candidates. | <p>Inform invigilators; obtain written and signed confirmation from parent/carer to confirm candidate exam security; allow candidate to take the exam; consider the seating plan and disruption to other candidates; alert awarding body using JCQ form.</p> | Exams Officer, Head of Centre |
| Control levels for task taking | | | |
| Assessment is undertaken under incorrect level of control (time, resources, supervision and collaboration) | Ensure teaching staff/assessors know what level is applicable and understand what is involved. Provide training if required. | Seek guidance from the awarding body. | Exams Officer and subject tutors |
| Supervision | | | |
| Teaching staff/ assessors do not understand supervision of NEAs or controlled assessment is their responsibility | Ensure teaching staff/assessors understand the nature of NEAs and controlled assessments and their role in supervision by | | Exams Officer and subject tutors |

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| | providing in-house training where needed. | | |
| Suitable supervisor has not been arranged for an assessment where teaching staff/assessors are not supervising | A suitable supervisor must be arranged for any NEAs or controlled assessment where a tutor/assessor is not supervising, in line with the awarding body specification. | | Exams Officer and Head of Centre |
| A candidate is suspected of malpractice prior to submitting their work for assessment | Ensure teaching staff/assessors are aware of what constitutes suspected malpractice of a candidate so they can recognise it, see Malpractice & Maladministration policy and training provided where required. | Instructions and processes in the current JCQ publication Instructions for conducting non-examination assessments (section 9 Malpractice) are followed. An internal investigation and where appropriate internal disciplinary procedures are followed | Exams Officer, Head of Centre |
| Access arrangements were not put in place for an assessment where a candidate is approved for arrangements | Ensure any candidate that requires an Access Arrangement is highlighted at the beginning of the course and ensure all teaching staff/assessors are aware of them. | Relevant staff are signposted to the JCQ publication A guide to the special consideration process (section 2), to determine the process to be followed to apply for special consideration for the candidate | Exams Officer, subject tutors and Head of Centre |

| Task setting | | | |
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| Teaching staff/ assessors fail to correctly set tasks | Ensure teaching staff/assessors understand the task setting arrangements as defined in the awarding body specification. N.B. All tasks whether set by the awarding body or the centre must be developed in line with the requirements of the specification. | Seek guidance from the awarding body. | Exams Officer, subject tutors and Head of Centre |
| Assessments have not been moderated as required in the awarding body specification | Check specification and plan required moderation appropriately. | Seek guidance from the awarding body. | Exams Officer, subject tutors and Head of Centre |
| Security of materials | | | |
| Assessment tasks not kept secure before assessment | Ensure teaching staff understand the importance of task security. | Request/obtain different assessment tasks. | Exams Officer |
| Candidates' work not kept secure during or after assessment | Define appropriate level of security, in line with awarding body requirements, for each department as necessary. | Take materials to secure storage. | Exams Officer |
| Insufficient or insecure storage space | Look at provision for suitable storage early on in the course. | Find alternative spaces. | Exams Officer and Head of Centre |

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| Candidates work is lost on the system, and their work is not protected in the event of IT system corruption and/or cyber-attacks | Ensure candidates' work is backed up on two separate devices, including one off site back up. Have in place the appropriate security arrangements which protect candidates' work in the event of IT system down or cyber-attack. | Liaise with IT department to check and access backed up candidates' work. Implement the Cyber Security Policy and Cyber Essentials package within it. | Tutors, Assessors to report to Head of Centre with the support of the Exams Officer. |
| Deadlines | | | |
| Deadlines not met by candidates | Ensure all candidates are briefed on deadlines and penalties for not meeting them. | Mark what candidates have produced by the deadline and seek guidance from the awarding body on further action. | Exams Officer and subject tutors |
| Deadlines for marking and/or paperwork not met by teaching staff/ assessors | Ensure teaching staff/assessors are given clear deadlines (prior to the awarding body ones) to complete marking/ paperwork so the Exams Officer can process and send off marks ahead of awarding body deadlines. | Seek guidance from awarding body | Exams Officer, subject tutors and Head of Centre |
| Authentication | | | |
| Candidate fails to sign authentication form | Ensure all candidates have authentication forms to sign and attach to work when it is | Find candidate and ensure form is signed. | Exams Officer and subject tutors |

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| | completed before handing in. | | |
| Teaching staff/ assessors fail to complete authentication forms or leave before completing authentication forms. | Ensure teaching staff/assessors understand importance of authentication forms and the requirement of a signature. | Return form to staff for a signature. Ensure forms are signed as work is marked, not at the end of the year. | Exams Officer and subject tutors |
| Marking | | | |
| Teaching staff/ assessors interpret marking descriptions incorrectly | Ensure appropriate training and practicing of marking. Plan for moderation and internal verification early on in the year. | Arrange for remarking. Consult awarding body specification for appropriate procedure. | Exams Officer and subject tutors. |
| Centre does not run standardisation activity as required by the awarding body | Plan for standardisation for all subjects early on. | Check with the awarding body whether a later standardisation event can be arranged. | Exams Officer, subject tutors and Head of Centre. |

Appendix 2

Exams Policy Log

| Policy Name | Review Date | Review & Update* |
|--|--------------------|-----------------------------|
| JCQ Required Policies* | | |
| <i>LINK19 College Complaints Policy</i> | <i>Autumn 2027</i> | <i>Annually</i> |
| LINK19 College Conflict of Interest (Exams) Policy | Winter 2027 | Annually |
| <i>LINK19 College Data Protection Policy</i> | <i>Autumn 2027</i> | <i>Annually</i> |
| LINK19 College Equalities (Exams) Policy | Winter 2027 | Annually |
| LINK19 College Exams Contingency Plan | Autumn 2026 | Annually |
| LINK19 College Learner Appeals Procedure | Winter 2027 | Annually |
| LINK19 College Malpractice and Maladministration Policy | Winter 2027 | Annually |
| LINK19 College Non-Examination Assessment Policy | Winter 2027 | Annually |
| <i>LINK19 College Safeguarding Children and Vulnerable Adults Policy</i> | <i>Autumn 2026</i> | <i>Annually</i> |
| LINK19 College Whistleblowing (Exams) Policy | Autumn 2026 | Annually |
| LINK19 College Word Processor Policy | Winter 2027 | Annually |
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| LINK19 College Access Arrangements, Reasonable Adjustments and Special Considerations Policy | Winter 2027 | Annually |
| LINK19 College Cyber Security Policy | Autumn 2026 | Annually |
| LINK19 College Emergency Evacuation Process | February 2027 | Annually |
| LINK19 College Escalation Process | February 2027 | Annually |
| LINK19 College Exams Policy | Winter 2027 | Annually |
| LINK19 College Identifying Candidates for Exams Procedure | Spring 2026 | Annually |
| LINK19 College Internal Verification Policy | Summer 2026 | Every 3 years |
| LINK19 College Learner Registration, Withdrawal and Certification Procedure | Summer 2026 | Every 3 years |
| LINK19 College Recognition of Prior Learning Policy | Summer 2026 | Every 3 years |
| LINK19 College Use of AI in Assessments and Exams Policy | Winter 2027 | Annually |

* JCQ Requirement to update policy on an annual basis

LINK19 College own policy; not exam specific

Ensure updated policy (pdf) is added to LINK19 website where relevant

Appendix 3

LINK19 College

Access to Fair Assessment Policy

Statement of Assessment

- We aim to provide a variety of qualifications which provide all learners with the opportunity to achieve their full potential by the most appropriate and direct route.
- We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non- discriminatory.

What learners can expect from us:

- We aim to ensure that all assessment of work is carried out fairly and in keeping with the awarding body's requirements.
- All portfolio-based work will be assessed fairly against the qualification standards and teachers involved will be fully trained.
- Internal assessments will be carried out fairly and according to awarding body instructions.
- Externally marked tests and exams will be according to the requirements of the awarding body.

Learners can also expect:

- To be fully inducted onto a new course and given information that can be shared with parents and carers.
- Learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the onset of the course and when assignments are set.
- To be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.

Cheating and Plagiarism

A fair assessment of learner's work can only be made if that work is entirely the learner's own.

Therefore, learners can expect an awarding body to be informed if:

- They are found guilty of copying, giving or sharing information or answers, unless part of a joint project.
- They use an unauthorised aid during a test or examination.
- They copy another learner's answers during a test or examination.

- They talk during a test or examination.
- They use AI during an examination
- They do not disclose the use of AI in non-exam assessments/portfolio of work

All allegations of cheating and plagiarism will lead to a full investigation which will follow our internal Malpractice and Maladministration Policy, Use of AI in Assessments Policy alongside guidance of the JCQ and relevant awarding body.