

Examinations Policy



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The Purpose of this Examination Policy

The purpose of this Examination Policy is:

- to ensure that the planning and management of examinations is conducted efficiently, fairly and in the best interests of candidates.
- to ensure the operation of an efficient examination system with clear guidelines for all relevant staff.

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

The Examinations Policy will be reviewed each academic year by a member of the senior leadership team and communicated within the centre.

The Examinations Policy will be reviewed by the Exams Officer and agreed upon by the Head of Centre

Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

Exam Responsibilities

The Head of Centre:

- has overall responsibility for the Service as an Exam Centre and advises on appeals and re-marks
- is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*
- is responsible for ensuring all staff are adequately trained and that a record of training is maintained
- provides guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries
- ensures accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Exams Officer
- accurate completion of coursework / controlled assessment mark sheets and declaration sheets
- decisions on post-results procedures.

Exams Officer:

- manages the administration of internal and external exams
- advises the Head of Education, Tutors and other relevant support staff on annual exam timetables and procedures as set by the various awarding bodies
- oversees the production and distribution to all centre staff and candidates of an annual calendar for all exams in which candidates will be involved, and 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
- checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines
- provides and confirms detailed data on estimated entries
- maintains systems and processes to support the timely entry of candidates for their exams
- receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines
- In addition to the person removing the question paper packets from secure storage (e.g. an invigilator), another member of centre staff must check the day, date, time, subject, unit or component and tier of entry (if applicable) immediately before a question paper packet is opened. This second pair of eyes check must be recorded.

- Ensures the integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. Ensure that the question paper is printed correctly, is of good quality and is collated in the right order.
- administers access arrangements and makes applications for Special Consideration following the regulations in the JCQ publications for Access Arrangements, Reasonable Adjustments and Special Consideration
- identifies and manages exam timetable clashes
- accounts for income and expenditure relating to all exam costs/charges
- manages the senior exams invigilator in organising the recruitment, training, and monitoring of a team of exams invigilators responsible for the conduct of exams
- ensures candidates' coursework / controlled assessment marks are submitted and any other material required by the appropriate awarding bodies correctly and on schedule
- tracks, dispatches and stores returned coursework / controlled assessments
- arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the Head of Education, any post results' service requests.

Tutors are responsible for:

- supplying information on entries, coursework and controlled assessments as required by the Head of Education and/or Exams Officer
- identification and testing of candidates' requirements for Access Arrangements and notifying the Exams Officer in good time so that they are able to process any necessary applications in order to gain approval (if required)
- working with the Exams Officer to provide the Access Arrangements required by candidates in examination rooms.

Lead Invigilator is responsible for:

- assisting the Exams Officer in the efficient running of exams according to JCQ regulations
- 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 ensuring their return to the exams office.

Candidates are responsible for:

- confirmation and signing of entries

- understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own
- ensuring they conduct themselves in all exams according to the JCQ regulations.

Invigilation Arrangements

The invigilator is the person in the examination room responsible for conducting a particular examination session in the presence of the candidates.

Invigilators have a key role in upholding the integrity of the external examination/assessment process.

The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:

- ensure all candidates have an equal opportunity to demonstrate their abilities
- ensure the security of the examination before, during and after the examination
- prevent possible candidate malpractice
- prevent possible administrative failures.

Invigilators must:

- be familiar with these Instructions
- give all their attention to conducting the examination properly
- be able to observe each candidate in the examination room at all times
- be familiar with the **JCQ** Warning to Candidates, **JCQ** Information for candidates **and the JCQ Mobile Phone poster**, and any specific instructions relating to the subjects being examined
- inform the Head of Education if they are suspicious about the security of the examination papers. (In such cases, the Head of Education **must** inform the awarding body immediately and send a full written report within 7 days of the suspicion arising.)

Invigilators must not:

- carry out any other task (for example, reading a book or marking) in the examination room.

The Head of Education or Exams Officer or Quality Assurance Coordinator must:

- make these instructions available to each invigilator in the examination room(s). This may be a printed hard copy version or an electronic copy which is visible at all times
- appoint invigilators to make sure the examination is conducted according to the following requirements:

- at least one invigilator must be present for each group of 30 candidates or fewer sitting written examinations;
 - at least one invigilator for each group of 20 candidates or fewer sitting practical examinations (Art, ICT and Science);
 - invigilators may be changed, as long as the number of invigilators present in the examination room does not fall below the required number;
 - when one invigilator is present, he or she **must** be able to get help easily, without leaving the examination room and without disturbing the candidates;
- make sure that all invigilators are suitably qualified and experienced adults who **must not** be current students at the centre. Although you may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room **must not** be the sole invigilator
 - make sure that a tutor who has directly prepared the candidates for the subject being examined **is not** the sole invigilator at any time during the examination
 - keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. You **must** keep them until the deadline for enquiries about results has passed. The deadlines for general qualification examinations are stated in the JCQ publication: *Post-Results Services, Information and guidance to centres*.

General principles for the invigilation of candidates with access arrangements

Exam officers, working with SENCos, must:

- ensure that both invigilators and those acting as an Oral Language Modifier, a Practical Assistant, a Reader, a Scribe or a Sign Language Interpreter **fully understand** the respective role and what is and what is not permissible in the examination room
- ensure that those acting as an Oral Language Modifier, a Practical Assistant, a Scribe or a Sign Language Interpreter are provided with the appropriate cover sheet prior to the examination commencing. This will enable the cover sheet to be completed during the course of the examination and accurately reflect the activities performed by the Oral Language Modifier, Practical Assistant, Scribe, Sign Language Interpreter, as appropriate
- a training session should be organised for invigilators and those facilitating an Access Arrangement for a candidate under examination conditions.
- The invigilator's announcement at the start of an exam may need to be delivered in an alternative format or the candidate may need to hear it more than once.

Qualifications Offered

The qualifications offered at this centre are decided by the Head of Education.

The types of qualifications offered are GCSE, iGCSE, GCE, BTECs, Open Awards, ASDAN and Functional Skills Levels 1 & 2 and Entry Level qualifications.

Informing the Examinations Office of changes to a specification is the responsibility of the Head of Education, Heads of Centres, Tutors and the SEN Team.

Decisions on whether a candidate should be entered for a particular subject will be taken by subject Tutors in consultation with the Heads of Centre and Head of Education when required.

Exam Series

The Exams Officer and Head of Education decide which exam series are used in the centre.

Exam Timetables

Once confirmed, the Exams Officer will circulate the exam timetables for external exams at a specified date before each series begins. Copies can be requested at any time throughout the academic year as long as the information is available.

Entries, Entry Details and Late Entries

Candidates or parents/carers can request a subject entry, change of level or withdrawal. Final approval is made by the Head of Education.

The Centre accepts entries from private candidates.

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

Entry deadlines are circulated to the Heads of Centre, Head of Education and Tutors via internal email or available on the shared IT platform.

The Heads of Centre, in conjunction with teaching staff and the Head of Education, will provide estimated entry information to the Exams Officer to meet JCQ and awarding body deadlines.

Entries and amendments made after an awarding organisation's deadline (i.e. late) require the authorisation, in writing, from the subject tutor wishing to make the change.

GCSE re-sits are allowed.

Functional skills re-sits are allowed.

Re-sit decisions will be made by the Heads of Centre and teaching staff in consultation with the Head of Education when required.

Exam Fees

Examination fees are dealt with on a case-by-case basis. Arrangements are made with individual parents/carers, with services, provisions or schools. Where arrangements have been made by the Centre pupils and/or their respective school/service/provision 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.

The Exams Officer will publish the deadline for action well in advance for each exam's series.

All exam entry fees including GCSE, Functional Skills and Certificates are paid for by the Centre on behalf of pupils and, dependent on individual arrangements, will then invoice parents/carers, services, provisions or schools for these incurred costs.

Late entry, amendment fees and re-sit fees are paid for by the Centre and invoiced as stated in the Exams Fees guidance.

Equality Legislation

All Examination 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 candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Exams Officer.

Access arrangements

The Heads of Centre, SENDCo and teaching staff will identify candidates with Special Educational Needs and any special arrangements that individual candidates will need during the course and in any assessment/examination. The SENDCo will identify if any further testing should be conducted and liaise with a specialist. A candidate's Access Arrangements' requirement is determined by the SEN Team.

Ensuring there is appropriate evidence for a candidate's Access Arrangement is the responsibility of the SENDCo and where necessary, the candidate's tutor.

Submitting completed Access Arrangement applications to the awarding bodies is the responsibility of the SEN Team.

Rooming for Access Arrangement Candidates will be arranged by the Exams Officer.

The SENCo, the centre's appointed access arrangements assessor and the examinations officer must all undertake regular CPD, such as attending an annual update course.

Invigilation and support for Access Arrangement Candidates, as defined in the JCQ *Access Arrangements Regulations*, will be organised by the Exams Officer and SENDCo.

Invigilation arrangements for candidates with access arrangements

Oral Language Modifier

The candidate and Oral Language Modifier should be accommodated separately. **A separate Oral Language Modifier and invigilator must be available for each candidate. The invigilator must listen carefully and observe the conduct of the Oral Language Modifier throughout the duration of the examination.** The invigilator **must** countersign the cover sheet ensuring that it accurately reflects the actions of the Oral Language Modifier during the examination.

Practical Assistant

Candidates using a Practical Assistant in externally set practical or written examinations may need to be accommodated separately, **in which case a separate invigilator will be required.** The invigilator **must** be made aware, prior to the examination, of the particular task(s) the Practical Assistant will be performing.

Reader/Computer Reader

The Centre is responsible for ensuring that the candidate and reader cannot be overheard by, or distract other candidates. **(This will also apply if the candidate uses a computer reader.) Where a candidate requires a computer reader, a PDF is downloaded and printed 60 minutes prior to the start of the exam.**

Where the candidate and Reader are accommodated separately, on a one-to-one basis, the invigilator may additionally act as the reader. Where candidates require only occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when he/she needs help with reading. If the group is accommodated separately a separate invigilator will be required.

Scribe/Voice Recognition Technology

The Centre is responsible for ensuring that the candidate and scribe cannot be overheard by, or distract other candidates. **(This will also apply if the candidate uses Voice Recognition Technology.) Normally, the candidate and scribe will be accommodated separately. Where the candidate and Scribe are accommodated separately, on a one to one basis, the invigilator may additionally act as the Scribe.**

Read Aloud and/or an Examination Reading Pen

The arrangement **must** reflect the candidate's normal way of working in internal tests and mock examinations. A candidate will read aloud to him/herself, since they **persistently** struggle to understand what they have read. A permitted Examination Reading Pen **will not** have an in-built dictionary or thesaurus, or a data storage facility.

Sign Language Interpreter

Candidates requiring the use of a Sign Language Interpreter may need to be accommodated in another room, **in which case a separate invigilator will be required.**

Advice: Where the invigilator additionally acts as a reader and/or a scribe, the Centre should consider using a 'roving' invigilator who checks the room from time to time.

Prompters

- A Prompter may be permitted by the Centre where a candidate has little or no sense of time, or loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revising a question rather than moving onto other questions.
- A Prompter is a responsible adult who may sit beside the candidate in order to keep him or her focused on the need to answer a question and then move on to answering the next question.
- A Prompter is not a Reader, a Scribe or a Practical Assistant but the same person may act as such, as long as permission has been given for any or all of these arrangements.
- The Prompter is responsible to the Head of Education/Exams Officer and **must** be a person acceptable to the Head of Education.
- The Prompter **must not** be the candidate's own subject tutor or a relative, friend or peer of the candidate.
- The invigilator may act as a Prompter, a Reader and/or a Scribe where the candidate is accommodated separately on a one to one basis. If the Prompter

is acting as an Oral Language Modifier and/or a Practical Assistant, a separate invigilator will be required.

A Prompter:

- **may** use the following prompts either vocally or written on a flash card such as: “Fred - focus on the question”; “Fred - there are 15 minutes left”;
- **may** tap on the desk or on the candidate’s arm, depending on what is normal practice, in order to remind the candidate that he or she must pay attention to the question or that it is time for the candidate to move on to the next question;
- **may** use the candidate’s name as an appropriate prompt during the examination in order to bring the candidate’s attention back to the question paper, e.g. “Fred”;
- **must** abide by the regulations since failure to do so could lead to the disqualification of the candidate;
- **must not** advise the candidate regarding which questions to do, or on the order in which questions should be answered;
- **must not** give factual help or offer any suggestions or communicate in any way other than those listed above.

Contingency Planning

Contingency planning for exams administration is the responsibility of the Exams Officer and Head of Education.

Contingency plans are available via email and on the staff shared drive. The plans are in line with the guidance provided by Ofqual, JCQ and awarding organisations.

Emergencies

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

- Stop the candidates from writing.
- Collect the attendance register (**in order to ensure all candidates are present**) and evacuate the examination room in line with Centre Fire Orers.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should follow instructions given to them by the invigilator leaving the room in silence.

- Invigilators to follow the evacuation procedures displayed on the inside of the examination room door.
- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination.
- Make a note of the time of the interruption and how long it lasted.
- Allow the candidates the full working time set for the examination.
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- Make a full report of the incident and of the action taken, and send to the Examinations Officer: letitia@tuition-extra.co.uk

Private Candidates

Managing private candidates is the responsibility of the Exams Officer and Head of Education.

Managing Invigilators

Recruitment of invigilators is the responsibility of the Exams Officer and Head of Operations. Securing the necessary Disclosure and Barring Service (DBS) clearance for new invigilators is the responsibility of the Head of Operations.

DBS fees for securing such clearance are paid for, in the first instance, by the Centre and dealt with on a case-by-case basis with staff.

Invigilators are paid members of staff.

Invigilators are recruited, timetabled, trained, and briefed by the Exams Officer.

Please see the Handbook for Tutors under 'Examination Procedures' for further guidance.

Exam Days

The Exams Officer will book all exam rooms after liaison with other users and make the question papers, other exam stationery and materials available for the invigilator.

The Lead Invigilator is responsible for setting up the allocated rooms and will be advised of requirements at least two weeks in advance.

The invigilator must make sure that all Candidates must be able to see the board, flip chart or whiteboard and clock when sitting down.

The invigilator will start and finish all exams in accordance with JCQ guidelines.

A candidate's tutor may not be present at the start of the exam. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.

Exam papers must not be read by the candidate's tutor or removed from the exam room before the end of a session. Papers will be distributed to Tutors in accordance with JCQ's recommendations and not earlier than 24 hours after candidates have completed it.

After an exam, the Exams Officer will arrange for the safe dispatch of completed examination scripts to awarding bodies, working in conjunction with Parcel Force. Script packages will be available 15 minutes before the beginning of the collection slot.

Candidates

The Exams Officer will provide written information to candidates in advance of each exam series. A formal briefing session for candidates may be given by the candidate's tutor. Verifying a candidate's identity is covered by Appendix 1.

The service'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 an examination 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. Any precluded 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.

Note: candidates who leave an exam room **MUST** be accompanied by an appropriate member of staff at all times.

The Exams Officer is responsible for handling late or absent candidates on exam day.

Clash Candidates

The Head of Education/Exams Officer will be responsible as necessary for supervising escorts and identifying a secure room for clash candidates to remain until JCQ guidelines permit.

If a candidate opts to sit all examinations in one day, then the supervised break between each examination can be more than 20 minutes. The supervised break may be conducted in an alternative location within the centre. Where the supervised break is conducted outside of the examination room, the candidate may revise using their own resources. However, the candidate must not:

- a. be in possession of an electronic communication or storage device or have access to the internet;
- b. have contact with any candidate who has sat the examination;
- c. be coached by a member of centre staff.

A member of centre staff, or an invigilator, must always be in the same room as the candidate. The invigilator must not be the subject teacher for the rescheduled examination.

Special Consideration

Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the Invigilator or the Exams Officer to that effect.

The candidate must support any Special Consideration Claim with appropriate evidence within 7 days of the exam.

The Exams Officer in conjunction with the SEN Team will make a Special Consideration Application to the relevant awarding body within 7 days of the exam.

Internal and Controlled Assessment

It is the duty of Head of Education or a member of staff with specific responsibilities for a curriculum subject, to ensure that;

- o Marks for all internally assessed work are provided to the Exams Officer by the subject Tutors when requested.
- o All internal assessment is ready for dispatch at the correct time. The Exams Officer will keep a record of each dispatch.

The Exams Officer will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the Centre's Internal Appeals Procedure (IAP).

Outlining Staff Responsibilities – GCSE Controlled Assessment

1. Exams Officer

2. Head of Education/Heads of Service
3. Pupil Tutors

Tuition Extra (Kent) Limited fully recognises its responsibilities for controlled assessments as part of the GCSE/BTEC/Open Award specifications, to ensure that the planning and management of the assessments are conducted efficiently and in the best interests of the candidates.

To ensure there are clear guidelines for all relevant staff it is the responsibility of everyone involved in the Centre's exam process to read, understand and implement this policy.

Please see Non-Examinations Assessment and Controlled Assessment Policy.

Exams Officer

Accountable for the safe and secure conduct of controlled assessments. Ensure assessments comply with JCQ guidelines and awarding bodies 'subject-specific instructions.

In the summer term prior to the start of each academic year, begin co-ordinating with Head of Education or individual Pupil Tutors, to schedule controlled assessments.

Map overall resource management requirements for the year. As part of this resolve:

- o clashes/problems over the timing or operation of controlled assessments
- o issues arising from the need for particular facilities (rooms, IT networks, time out of home etc)
- o ensure that all staff involved have a calendar of events
- o enter students for individual units, whether assessed by controlled assessment or external exam before the deadline for final entries
- o enter students' 'cash-in' codes
- o where confidential materials are directly received by the Exams Office, to be responsible for receipt, safe storage and safe transmission, whether in CD or hard copy format
- o download and distribute marksheets for staff to use and collect and send marksheets to awarding bodies before deadlines.

Head of Education/Heads of Centre

- o Decide on the awarding body and specification for a particular GCSE in collaboration with the Head of Education.
- o Standardise internally the marking of all Tutors involved in assessing an internally assessed component.

- Ensure that individual Tutors understand their responsibilities with regard to controlled assessment.
- Ensure that individual Tutors understand the requirements of the awarding body's specification and are familiar with the relevant teachers' notes, and any other subject specific instructions.
- Where appropriate, develop new assessment tasks or contextualise sample awarding body assessment tasks to meet local circumstances, in line with awarding body specifications and control requirements.

Tutors

- Understand and comply with the general guidelines contained in the JCQ publication instructions for conducting controlled assessments.
- Understand and comply with the awarding body specification for conducting controlled assessments, including any subject-specific instructions, teachers' notes or additional information on the awarding body's website.
- Supply to the Exams Office details of all unit codes for controlled assessments in a timely manner.
- Obtain confidential materials/tasks set by awarding bodies in sufficient time to prepare for the assessment(s) and ensure that such materials are stored securely at all times.
- Supervise assessments (at the specified level of control). Undertake the tasks required under the regulations, only permitting assistance to students as the specification allows.
- Ensure that students sign authentication forms on completion of an assessment.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion: retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre.
- Ask the Exams Officer/SENDCo for any assistance required for the administration and management of Access Arrangements.

Internal and External Appeals Procedures (IAP/EAP)

Internal Appeals Procedure (IAP)

- The grounds for appeal relates only to the procedure used in arriving at internal assessment decisions or the production of externally assessed work and do not apply to the judgements themselves.
- The appeal must be made in writing to the Centre's Exams Officer within 14 days of receiving the results.
- The grounds for the appeal must be clearly stated.
- The candidate can be supported in the presentation of their case by a parent/guardian.

- The Head of Education will nominate a member of staff, normally the Exams Officer (EO), to lead the enquiry provided that the EO has played no part in the original assessment process.
- The panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned.
- The enquiry will be completed within 14 days of receiving the written appeal.
- The panel's findings will be formally reported back to the candidate/parent/guardian within 21 days of receiving the written appeal.
- Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Exams Officer and made available to the Awarding Body if required.

External Appeals - Enquiries About Results (EAR)

EARs may be requested by Centre staff, the candidate or a parent/guardian of a candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

The cost of EARs will be paid by the Centre in the first instance.

All decisions on whether to make an application for an EAR will be made by the Head of Education.

If a candidate's request for an EAR is not supported, the candidate may appeal and the Centre will respond by following the process in its Internal Appeals Procedure (IAP) document.

All processing of EARs will be the responsibility of the Exams Officer following the JCQ guidance.

Access to Scripts (ATS) – External Appeal to Awarding Body

After the release of results, candidates may ask subject staff to request the return of written exam papers within 30 days of the receipt of results.

Tutors may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Re-marks cannot be applied for once an original script has been returned. There is a fee involved and it is at the Head of Education's discretion as to whether this fee is passed onto the parent.

All processing of requests for ATS will be the responsibility of the Exams Officer.

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

Results

Candidates will receive individual result slips on results days,

- Collect in person from Centre in Roper Road, Canterbury CT2 7EX
or
- emailed directly to the address held on file

The results slip will be in the form of a centre produced document. Arrangements for the delivery in person are made by the Exams Officer and/or candidate's tutor.

Certificates

Candidates will receive their certificates

- collect in person from Centre in Roper Road, Canterbury CT2 7EX
or
- posted (first class tracked) to the address held on file.

Certificates can be accepted on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and provide suitable identification that confirms who they are.

The centre retains certificates for 12 months after which they will be returned to the awarding body.

A new certificate will not be issued by an awarding organisation unless the candidate agrees to cover costs incurred. A transcript of results may be issued if required by the centre.

Appendix 1

Verification of Candidate Identity

Tuition Extra Internal Students are identified by the following methods:

Students are identified by Tuition Extra's Leadership Team by means of a register prior to entering the examination room. Secondary verification by Tuition Extra invigilators within the exam room during seating at named and numbered exam desks. Examination register taken to identify absent candidates.

Private Candidates are identified by the following methods:

At Initial Exam Entry Stage:

- Private candidates' identification is verified at the time of application to sit exams at Tuition Extra by the Exams Officer.
- Acceptable documentation to verify a private candidates' identification MUST be in the form of valid photographic evidence for example a passport or driving licence.

Procedures on Examination Days:

- Private candidates may enter the exam room only on production of their photo ID and identify verification by the Exams Officer. Invigilators made aware of private candidate identities.
- Where identification of a candidate is not possible due to the wearing of religious clothing, such as a veil, a member of staff of the same gender will accompany the candidate to a private room where they should be politely asked to remove the religious clothing for identification purposes.
- Private candidates will be made aware in advance of this procedure and well in advance of their first examination.

Exams Officer

- EO to ensure invigilators are aware of the procedures for candidates' identification.
- Provide seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangements(s) awarded)

Invigilators

- Follow the procedures for verifying candidates identify provided by the EO. Seat candidates in exam rooms as instructed by the EO/on the seating plan.