



Ark Boulton
Academy

“Growing together, reaching higher”

EXAMINATIONS POLICY 2017-2018

Date of last review:	January 2018	Review period:	1 Year
Date of next review:	November 2018	Owner:	Daniel Richards

POLICY INFORMATION

Named personnel with designated responsibility for

Academic Year	Designated Senior Person	Deputy Designated Senior Person	Nominated Governor	Chair of Governors
2015/16	Daniel Richards	Rebecca Temple		Julie Griffiths
2016/17	Daniel Richards	Caroline Entwistle		Julie Griffiths
2017/2018	Daniel Richards	Caroline Entwistle		Julie Griffiths

Policy Review Dates

Review Date	Changes Made	By Whom
January 2016	Policy created	Jacqui Bates
May 2016	Additions to the Equality Act	Jacqui Bates
July 2016	Additions to EAR advice and language	Daniel Richards
November 2016	Appendix J re-named to contingency plan	Jacqui Bates
March 2017	Appendix J reviewed and updated	Aliyah Hussain
June 2017	Appendix H updated	Jacqui Bates
January 2018	Main policy separated from Appendices and separate policies created to cover: <ul style="list-style-type: none"> • Access arrangements • Special Considerations • Disability (examinations) • Emergency evacuation (examinations) • Non-examination assessments • Internal appeals (examinations) • Complaints and appeals (examinations) 	Jacqui Bates

Ratification by LGB

Academic Year	Date of Ratification	Chair of Governors
2015/16	November 2015	Julie Griffiths
2016/17	November 2016	Julie Griffiths
2017/2018	January 2018	Julie Griffiths

Dates of staff training for this academic year (if applicable)

Academic Year 2016/17		
Date	Course Title	

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1. Purpose

The purpose of this examination policy is:

- To ensure the planning and management of examinations is conducted efficiently and in the best interest 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.
- This examination policy will be reviewed annually by the head of centre, senior leadership team, examinations manager and the governors.

2. Scope

- Internal and external examinations and assessments.

3. Target

- To ensure that internal and external examinations and assessments are run in compliance with the regulations from the JCQ (Joint Council for Qualifications).

4. Quality Objectives

- To ensure good practice in the running of examinations and assessments at Ark Boulton Academy, and to provide an equal and fair opportunity for all candidates undertaking examinations and assessments at the centre.

5. Responsibilities

Head of Centre:

- Overall responsibility for the school as an examination centre.
- Advises on appeals and Enquiries About Results (EARs).
- Is responsible for reporting all suspicions or actual incidents of malpractice. Refer to the JCQ document suspected malpractice in examinations and assessments.

Examinations Manager:

- Manages the administration of all public and internal examinations.
- Advises the senior leadership team, subject and class tutors and other relevant support staff on annual examination timetables and application procedures as set by the various examination boards.
- Oversees the production and distribution to staff, governors and candidates of an annual calendar for all examinations 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 examination timetable that will affect them.
- Consults with teaching staff to ensure that necessary coursework, controlled assessments and non-examination assessment is completed on time.
- Receives, checks and stores securely all examination papers and completed scripts.
- Makes applications for special consideration using the JCQ access arrangements and special considerations regulations and guidance relating to candidates who are eligible for adjustments in examinations and on the instruction and guidance of the SENCO.
- Identifies and manages examination timetable clashes.
- Line manages the examination administrator in organising the training and monitoring of a team of examinations invigilators responsible for the conduct of examinations.
- 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 examination results and certificates to candidates and forwards, in consultation with the SLT, any appeals/review of marking requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations.

Vice Principal:

- External validation of courses followed at Key Stage 4.
- Accounts for income and expenditures relating to all examination costs/charges.
- Provides support to ensure effective delivery of Examination Manager role.
- Facilitates contact time with students and parents in order to distribute information and materials.
- Ensures appropriate procedures are in place to internally standardise/verify the marks awarded by subject teachers in line with awarding body criteria.
- Ensures the correct conduct of non-examination assessments (including endorsements) which comply with "Instructions for conducting non-examination assessments" and awarding body subject-specific instructions
- Oversees the Examination process.

Directors of Faculty:

- Guidance and pastoral oversight of candidates who are unsure about examination entries or amendments to entries.
- Involvement in post-results procedures.
- Accurate completion of coursework mark sheets (or electronic submission procedures) and declaration sheets.
- Oversight of the non-examination assessment process.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the examinations manager.

Subject Teachers:

- Notification of access arrangements (as soon as possible after the start of the course).
- Submission of candidates' names to heads of faculty.
- Agreement with heads of faculty any tiered entry requirements.
- Adherence to guidance on coursework and controlled assessment conditions, completion and deadlines, specifically JCQ publication "Instructions for completing controlled assessments"
- Adherence to JCQ publication "Instructions for conducting non-examination assessments"

SENCO:

- Administration of access arrangements.
- Identification and testing of candidates, requirements for access arrangements.
- Provision of additional support with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English translation for speakers of other languages, IT equipment to help candidates achieve their course aim.
- Adherence to JCQ publication "Access Arrangements, Reasonable Adjustments and Special Consideration"

Head invigilator/invigilators:

- Familiar with the roles and responsibilities of the invigilator as defined by JCQ.
- Must be conversant with the content of the JCQ publication "Instructions for conducting examinations", which must be applied at all times.
- Will formally report any suspected incidences of malpractice.
- Collection of examination papers and other material from the examinations office before the start of the examination.
- Collection of all examination papers in the correct order at the end of the examination and their return to the examinations office.
- Assistance with paperwork and dispatch of examination papers as necessary.
- Will attend training as provided, and read all relevant material issued.

Candidates:

- Confirmation and signing of entries.
- Understanding coursework, controlled assessment and non-examination assessment regulations and signing a declaration that authenticates the coursework/assessment as their own, where necessary.
- Adherence to all "Information for Candidates" JCQ publications outlining the responsibilities and conduct of candidates

6. Quality Assurance

- The centre is committed to quality assurance and believes it to be an integral part of the centre's processes.
- All staff involved in the examinations process will have undergone adequate and relevant training appropriate to their role.
- Invigilation is undertaken in line with JCQ guidelines and instructions, and under the centre's Examination Invigilation Policy.
- Information from the awarding body is disseminated to all members of staff involved in the delivery of qualifications.
- The centre's policy for equal opportunities is followed and monitored.
- Where required by the awarding body, a record of learner's details and assessment data is maintained, including details of internal verification where appropriate.

7. The examinations package

The qualifications offered

- The qualifications offered at this centre are decided by the Principal and the senior leadership team.
- The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year.
- Decisions on whether a candidate should not take an individual subject will be taken in consultation with the parents/carers, heads of subject, SENCo, and the vice principal.

Examination seasons:

- Internal examinations can be scheduled for any time during the academic year.
- Controlled Assessments are conducted throughout the academic year.
- External examinations are scheduled by the awarding bodies, usually during May/June.
- Internal examinations may be conducted under external examination conditions.

Examination Timetables:

- Draft timetables for external examinations will be issued to students for checking.
- Once confirmed, final timetables will be issued to students. Details will also be made available on the school calendar and website.

Entries:

- Candidates are selected for their examination entries by the heads of subject.
- Candidates, or parents/carers, cannot request a subject entry, change of level or withdrawal.
- The centre will only accept entries from external candidates in exceptional circumstances, once agreed by the Vice Principal and Principal.

Late entries:

- Entry deadlines are circulated to heads of subject via email.
- Late entries are authorised by the vice principal and examinations manager.

Examination fees:

- The centre will pay all normal examination fees on behalf of candidates.

- Late entry or amendment fees are paid by departments.
- 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.
- Should a candidate be absent from an external examination, Ark Boulton Academy reserves the right to pass on any charges which may have been incurred for the examination, in part or whole.

8. Disability, access arrangements and special consideration

Arrangements for students with disability

- Ark Boulton Academy recognises its duties towards disabled candidates as defined under the terms of the Equality Act 2010.
- We will explore and provide access to suitable courses
- We will make reasonable adjustments to the service we provide to disabled candidates and submit relevant applications to do so
- Approved access arrangements will be applied during the course, and relevant applications for approval will be made

Further information can be found in our Disability Policy (examinations)

Access arrangements and special consideration:

- Ark Boulton Academy is committed to making its courses accessible by all.
- We will ensure that any request for access arrangements is considered fairly and appropriate testing of candidates is undertaken
- Where appropriate, an access arrangement application will be made and applied where approved.
- Applications for special consideration will be made where appropriate.

Further information can be found in our Access arrangement and special consideration policy.

9. Invigilation

Managing invigilators:

- External invigilators will be used for internal examinations and external examinations.
- The recruitment of invigilators is the responsibility of the examinations office.
- Securing the necessary safeguarding clearances and employment checks for new invigilators is the responsibility of the supplying organisation.
- Checking identity and cross referencing with DBS information supplied by the agency(s) is the responsibility of the Office Manager.
- All invigilators will receive appropriate safeguarding training.
- Invigilators are timetabled and briefed by the examinations office.
- Invigilators' rates of pay are set by the centre administration as agreed with the supplying agency(s).
- All invigilation staff will be trained in the conduct of examinations by the agency. In addition, a training session will be delivered at the academy using JCQ guidance and documentation. Each invigilator will be issued with the academy's guidance booklet prior to their first invigilation session.

- Invigilators will be monitored by the examinations manager, who will report any issues to the agency(s) and will cease further employment should any issues not be able to be resolved.
- The examinations manager will refuse to accept agency staff already been deemed to be unsuitable.
- The Centre will use appropriate agencies to supply invigilation staff. Only one or two agencies will be employed, ensuring that a strong relationship is built.
- New invigilators will be paired with existing experience invigilators for their first few invigilation sessions and for any new qualification.
- Only experienced invigilators will be used for special arrangements.
- Any invigilation staff unable to work on an allocated day should inform the examination manager as soon as is practical and appropriate arrangements for cover will be organised.
- Invigilation staff will be employed for internal and mock examinations, thus giving the opportunity to assess their suitability prior to the formal examination series.
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10. Examination management:

Premises and equipment

- The examinations manager will book all examination rooms after liaison with other users and make the question papers, other examination stationery and materials available for the invigilator.
- Site management is responsible for setting up the allocated rooms.
- Candidates are responsible for providing their own equipment.
- Some spare equipment will be made available. Tracing paper and compasses will be provided.

Staff present in the examination room

- Examination and invigilation staff will start all examinations in accordance with JCQ guidelines.
- Subject staff may be present at the start of the examination to assist with identification of candidates and resolve any issues with regard to tier of entry or errors with the examination papers. However, their involvement is limited to this and they are to be directed by the examination manager and must leave the examination room as soon as they are directed to do so.
- In practical examinations and controlled assessments, subject teachers may be on hand in case of any technical difficulties.
- Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Any unused examination papers will be distributed by the Examinations Manager to heads of subject the day after the examination session.

Candidates

- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times and in all internal and external examinations and controlled assessments.

- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.
- Candidates are not permitted to leave an examination room within the first 60 minutes of an examination commencing.
- Candidates may request to leave the examination room for a genuine purpose after 1 hour, requiring an immediate return to the examination room. The student must be accompanied by a member of staff at all times during this absence. These absences should be minimal.
- Toilet breaks will be assessed individually but are generally discouraged unless the candidate has a medical need. Candidates need to make the most of their examination time and absences from the room cause disturbance for other candidates.
- Attempts will be made by the Year 11 progress leader, family support worker or other member of staff to contact any candidate who is not present at the start of an examination and deal with them in accordance with JCQ guidelines.
- Candidates must follow the JCQ "Instructions for Candidates" regulations. Any deviance from this will be dealt with by the vice principal in accordance with JCQ guidelines.

Clash candidates

- The examinations manager and vice principal will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays in line with JCQ guidelines.
- Appropriate documentation will be completed and delivered to JCQ as necessary.

11. Results and Enquiries about Results (EARs)

Results:

- Candidates will receive individual results slips on results days in person at the centre.
- Results will not be issued over the telephone or to a third party.
- Results will be issued to staff and pupils on the advised results days, and not before.
- Arrangements for the school to be open on results days are made by the head of centre.
- The provision of staff on results days is the responsibility of the senior leadership team.
- Should it not be possible for a candidate to collect their results in person they may nominate a representative. If possible, the examinations manager should be informed in writing prior to results day. On results day the representative should also provide the examinations manager with a letter of authorisation from the candidate, and their birth certificate or passport.

Post Results Service

Following the issue of results, the post results service becomes available. This enables centres to make an enquiry about a result (EAR).

This service covers

- A clerical re-check
- A review of marking

An enquiry about a result will be made by the centre.

- Prior to results day, senior leaders and subject leads will review candidates' marks and will identify where a review of marking might be appropriate.
- Candidates will then be contacted on results day, or within one week of results day to ask for their written permission to request a review of marking
- Students should be aware that a review of marking can result in the marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence.
- The examinations manager will submit the review of marking request.
- Candidates will be informed of the outcome of a review or marking within 2 days of it being returned to the academy.
- Candidates should be aware that a review of marking can take up to 20 calendar days to be returned once it has been submitted.

Any student who wishes to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- Speak to the subject lead on results day or as soon as possible thereafter (but at least 10 working days before the published deadline for EARs) in person to discuss the mark/grade.

If the academy agrees to support the EAR, the examination manager will obtain the student's consent and will make the EAR request on the student's behalf, as per the procedure outlined above.

If the academy does not support the EAR the student may appeal against the decision, using the Internal Appeals procedure.

12. Complaints and internal appeals

Complaints

- Ark Boulton Academy will listen to complaints made by candidates or their parents/carers
- General concerns or complaints about the centre's delivery or administration of a qualification will try to be resolved informally in the first instance.
- Should a complaint not be resolved informally, the complainant is then at liberty to make a formal complaint.
- Formal complaints should be made in writing.

For further information see our Complaints and internal appeals policy.

Internal Appeals

- Ark Boulton has a written internal appeals policy relating to internal assessment decisions. This policy also details the procedure to manage disputes when a candidate disagrees with a centre decision not to support an Enquiry about Results (EAR)
- Candidates may appeal against an internal assessment that contributes to the final grade of the qualification (a non-examination assessment). The appeal may be that procedures have not been followed, or may be to request of review of marking of the assessment.
- Candidates may appeal against a centre decision not to support an EAR.

Further information and details of the procedures can be found in our Internal Appeals procedure.

13. Examination Certificates

- Examination certificates and results are the property of the individual student, and are to be either collected in person, presented in person at awards evening, or collected by a third party requiring a signed letter of authority which will be retained for future reference.
- Enquiries for replacement certificates will be directed to the Awarding Body's web-sites, candidate must agree to pay the costs incurred.
- The centre retains certificates for two years. The JCQ requirement is that examination certificates be retained for 12 months.

APPENDIX A: Malpractice and Maladministration

All allegations of malpractice or maladministration will be pursued in accordance with JCQ: Suspected Malpractice in Examinations and Assessments, Policies and Procedures

The following statements are taken from the above mentioned document, which should be read in full in the circumstances of an allegation:

- It will normally be expected that investigations into allegations of malpractice will be carried out by the head of centre. The head of centre must deal with the investigation in accordance with the deadlines set by the awarding body.
- Those responsible for conducting an investigation should seek evidence from which the full facts and circumstances of any alleged malpractice can be established. It should not be assumed that because an allegation has been made, it is true.
- The head of centre should consider that both staff and candidates can be responsible for malpractice.
- Where the person conducting the investigation deems it necessary to interview a candidate or member of staff in connection with an alleged malpractice, the interviews must be conducted in accordance with the centres own policy for conducting disciplinary enquires. (These are specified in “Disciplinary Policy” for staff and “Behaviour Policy Ark Boulton” for students).
- Where a member of staff or contractor has been found guilty of malpractice, an awarding body may impose one or more of the following sanctions or penalties:
 - Written warning.
 - Training.
 - Special conditions.
 - Suspension.

Awarding bodies may, at their discretion, impose the following sanctions against centres:

- Written warning.
- Review and Report (Action Plans).
- Approval of specific assessment tasks.
- Additional monitoring or inspection.
- Removal of Direct Claims status.
- Restrictions on examination and assessment materials.
- Independent invigilators.
- Suspension of candidate registrations or entries.
- Suspension of certification.
- Withdrawal of approval for a specific qualification(s).
- Withdrawal of centre recognition.

Awarding bodies may, at their discretion, impose the following sanctions against candidates:

- Warning.
- Loss of marks for a section.
- Loss of marks for a component.
- Loss of marks for a unit.
- Disqualification from a unit.
- Disqualifications from all units in one or more qualifications.

- Disqualification from a whole qualification.
- Disqualification from all qualifications taken in that series.
- Candidate debarred.

Examples of malpractice

Part 1 - Centre staff malpractice:

- Breach of security (e.g. permitting, facilitating or obtaining unauthorised access to examination material prior to an examination, tampering with candidate scripts or controlled assessments or coursework after the collection and before despatch to the awarding body/examiner/moderator, failing to keep candidates' computer files secure which contain controlled assessments or coursework).
- Deception (e.g. inventing or changing marks for internally assessed components where there is no actual evidence of the candidates' achievement to justify the marks awarded, fabricating assessment and/or internal verification records or authentication statements).
- Improper assistance to candidates (e.g. assisting or prompting candidates with the production of answers; assisting candidates in the production of controlled assessments or coursework, or evidence of achievement, beyond that permitted by the regulators, permitting candidates in an examination to access prohibited materials (dictionaries, calculators, assisting candidates granted the use of an oral language modifier, a practical assistant, a prompter, a reader, a scribe or a sign language interpreter beyond that permitted by the regulations).
- Failure to co-operate with an investigation.
- Maladministration (e.g. failing to issue candidates the appropriate notices and warnings, failing to ensure that candidates' coursework or work to be completed under controlled conditions is adequately monitored and supervised).

Part 2 - Candidate malpractice:

- A breach of the instructions or advice of an invigilator, supervisor, or the awarding body in relation to the examination or assessment rules and regulations.
- Collusion - working collaboratively with other candidates, beyond what is permitted.
- Copying from another candidate (including the use of IT to aid the copying).
- Exchanging, obtaining, receiving, passing on information (or the attempt to) which could be examination related by means of talking, electronic, written or non-verbal communication.
- Making a false declaration of authenticity in relation to the authorship of controlled assessments, coursework, or the contents of a portfolio.
- Plagiarism- unacknowledged copying from published sources or incomplete referencing.
- Impersonation - pretending to be someone else, arranging for another person to take one's place in an examination or an assessment.



APPENDIX B: Contingency plan for examinations procedure

Risk	Early warning	Control to prevent	Control to resolve
EO does not turn up.	Phone call.	Regular meetings with line manager.	Exams Manager would be able to step in. In the event of the Exams Manager also being unavailable, SLT to invoke back-up policy of contacting Ark Kings/Ark St. Albans team to ask for assistance. Second port of call would be the Central Data Team. If there was no support available from within school or the wider Ark network then agencies would be contacted.
EO leaves/long term sick.	Notification from EO.	Regular meeting with line manager.	Exams Manager would be able to step in. In the event of the Exams Manager also being unavailable, SLT to invoke back-up policy of contacting Ark Kings/Ark St. Albans team to ask for assistance. Second port of call would be the Central Data Team. If there was no support available from within school or the wider Ark network then agencies would be contacted.
Invigilator does not turn up.	Phone call or scripts not collected.	Invigilator timetables – sign tear off slip to confirm dates.	On busy days employ emergency invigilator or EO/EO assistant to cover.
Fire alarm goes off.			Ensure invigilators are aware of policy. SLT to assist in maintaining security of exam. Allocate specific area for exams.
Student taken ill during exam.			Invigilator aware of policy, first aider on call. Special consideration when appropriate.
Bad weather or transport problems.	Weather report.	Possible delay to start of exam.	Delay start. Contact Awarding Body, isolation of candidates if late and hold staggered sessions if necessary. Special consideration.
Students do not turn up for exam.	Pastoral lead identifies missing students in exam room.	Student timetables and information from subject teachers.	Pastoral lead rings student. Student sits exam if arrives within time limit.
Students turn up who are not entered.		Subject teachers/HODs ensure entry checklists are correct.	Find a paper, seat students, amend attendance list and make entry. Charge late fee to department. If recurring problem see SLT.
Cheating in the room.	Invigilator reports problem.	Warning to candidate and information from tutor.	Invigilator aware of policy, SLT on-call to deal with malpractice issue.
Disruption in the room.	Invigilator reports problem.	Warning to candidate and information from tutors.	Invigilator aware of policy, SLT on-call to deal with malpractice issues.
Late arrivals.	Phone call or just turn up late.	Candidate timetable and information from tutors.	Invigilator aware of policy. Complete late arrivals form.
Exam room flooded.	Check room, or invigilator	Regular premises checks.	Find alternative accommodation. Special consideration

	reports problem.		
Wrong entry made. Incorrect paper.		Subject teachers/HOD's ensure entry checklists are correct.	Contact Awarding Body for copy of paper if necessary. Provide exam paper, seat and amend entry.
Curriculum model changes.	Government white paper. Information from NAA and QCA, and Awarding Bodies.		Planning and Action Plan to implement changes. Review of job description.
Damage to office.		Regular premises checks.	Need Awarding Bodies' handbooks, new equipment, and phone line and office space. Copies of relevant information from HOD's. Contact NAA field support for assistance.
System failure or power cut.			Contact IT support or electrician and if necessary NAA field support officer for assistance. Contact Awarding Body to inform entries will be late.
Receiving inaccurate or late entry information.		Subject teachers/HOD's ensure entry checklists are correct and on time.	Charge late fee to department. If recurring problem see SLT.
Change of syllabus and no notification.	Pre-release material does not arrive. Materials arrive that are not expected.	Subject teachers/HOD ensures entry checklists are correct.	Contact Awarding Body.
HOD long term sick or leaves.	Resignation or sick note.		Replacement to be nominated and EO to have input in training.
Awarding Body communications systems fail.	Papers do not arrive, on-line systems incorrect, difficult to contact by telephone.		Contact NAA to report problem. Give extra time for checking.

The locked steel cabinet contains a file of contact (invigilators, Awarding authorities' phone numbers and websites etc.) The file is labelled "Examination Contingency Plan" and contains a copy of this Appendix.

The key holders for this cabinet are:

- Jacqui Bates
- Daniel Richards

This file will also be appended to cover the annual lifecycle of the Examinations process.



APPENDIX C: List of Associated Policies and Procedures

There are a number of policies and procedures associated with this policy. These are not placed on the website, but a short description of them is given here, and they can be requested from the exams office or by emailing info@arkboulton.org.

- 1. Disability Policy (examinations)**
Sets out the policy for ensuring fair access to our qualifications and examinations
- 2. Access Arrangement Policy (examinations)**
Sets out the policy and procedures for determining eligibility for, and applying for access arrangements. These are arrangements put in place to enable candidates to have fair access to the examinations.
- 3. Special Considerations Policy (examinations)**
Sets out the policy and procedures for determining eligibility and applying for special consideration. This includes an adhoc or temporary condition for which special consideration may be appropriate.
- 4. Policy on the use of Word Processors in examination**
Sets out the policy for awarding the use of a word processor in an examination
- 5. Non –examination Assessment Policy**
Sets out the policy for deploying the non-examination assessment part of any course.
- 6. Internal Appeals Procedure (examinations)**
Describes the procedure for making an appeal against the mark awarded for an internally assessed element of any course, and also the procedure for making an appeal against the centre’s decision not to support an EAR (Enquiry About Results).
- 7. Complaints and Appeals Procedure (examinations)**
Describes the procedure for making a complaint, and associated appeal, against any aspect of the examinations process.
- 8. Emergency Evacuation Procedure (examinations)**
Describes the procedure for an emergency evacuation during an examination.