

Torpoint Community College



**GCE(A), GCE(AS), CAM-TECH,
BTEC, GCSE, ASDAN,
EXAMINATIONS**

**INFORMATION FOR
STUDENTS/PARENTS & STAFF
2016/2017**

Introduction

Examinations can be a stressful time for staff, students and parents, and it is important that all those involved are as well informed as possible. Well informed students will realize that the rules and regulations are designed to ensure fairness and minimize disturbance and it is in the interest of all that the exams run smoothly.

The college will make every effort to ensure that students receive the best possible preparation for their examinations, that the administrative arrangements run smoothly, and that the examinations are conducted in a way that will cause as little stress as possible and help students to achieve their best.

This booklet is intended to inform about examination procedures, to answer some of the most frequently asked questions to help to guide and support staff, students and parents through the examination process. Staff should use this in conjunction with the college calendar, college exam policy and JCQ regulations.

If you have any other questions please feel free to make enquiries from the Exams Officer. You can contact the Exams Office by:

TELEPHONE	01752 812511 ext 245
E-MAIL	Plumb.J@torpoint.cornwall.sch.uk
EXAM OFFICER	Dr. J. Plumb
EXAM MANAGER	Mrs. V. Morris

On exams days it is best to contact the main college Reception on 01752 812511 and leave a message, with the nature of your query, since the main priority will be the starting of exam sessions on time.

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1. Who is responsible for the examinations?

The college Examinations Officer is responsible for administering all examination arrangements and for oversight of students during exams, under direct responsibility from the Head of Centre, the Head Teacher.

There is a team of external adult invigilators who will be present during the exams at all times and who are trained and supervised by the Exams Officer.

The Awarding Bodies or Examination Boards set down strict criteria which must be followed for the conduct of exams, and the college is required to follow them precisely.

2. Who is entered for Examinations?

It is college policy to enter every student who is being taught a subject, for the most appropriate level of Exam. Only by exception, after consultation with staff, students and parents, and with the consent of the Headteacher, will students not be entered.

At GCE if students have less than 80% attendance they may be required to pay for their entries.

3. When are the examination seasons?

November - GCSE Resits for English & Maths External Examinations.

December/January - Internal Examinations.

May/June - GCSE, GCE, CAM-TECH and BTEC External Examinations.

4. Can Students take Holidays during term time?

Dates for exams are rigidly fixed by the Exam Boards. The Examinations Officer will not give actual dates for exams to parents or students in advance, wishing to book holidays. Parents are reminded that they require the Head Teacher's permission to take students out of college and they book holidays during term time at their own risk. It is strongly against good practice, careful preparation and college policy to take holidays in term time.

5. Coursework & Controlled Assessment deadlines

Some subjects have an element of coursework included in them which has to be completed, be marked and assessed, and the marks and work sent to the Boards well before the formal exam session takes place. The college sets deadlines that allow time for this process, and to meet the board deadlines. These cannot be changed. Students who don't submit coursework on time will not be allocated a mark for this portion and their overall grade will suffer. They may also not be eligible for special consideration for the formal exams should they be ill as they will not have completed the requirement of the course. Refer to Controlled Assessment Policy, individual subject departments and the Controlled Assessment Calendar(for staff on the T-drive).

6. What arrangements are made for exam preparation?

Exam Preparation is at the discretion of the college. Students are then required to be in college when they actually have examinations or for timetabled revision sessions.

Year 12 and 13 Exam Preparation - All Exam Preparation is at the discretion of the college and Head of Sixth Form. Students are required to be in college on the day of an examination but may take the working day prior to an exam for study leave if they wish. In exceptional circumstances a longer period of study leave can be given by the Head of Sixth Form.

7. What information will students receive about their examination entries?

When the entries have been entered on the college computer system, students will receive a Statement of Entry Summary detailing the subjects and tiers for which they have been entered. This should be checked and you are asked to inform the college if you believe there are any errors or problems. Care must be taken not to use the SOE as a timetable as sessions are not accurate at this stage.

This document serves three purposes:

- I. to check that all entries have been made and are correct,
- II. to inform parents that they undertake to pay the entry fees should their son/daughter fail to take the examination without good reason.
- III. Revision and preparation

Once the examination boards have received entries, The SOE can be brought by the candidate to each examination as an additional check on papers entered, tiers of entry, candidate number etc. but not written on. Sometimes students will receive updated statements if the entries made for them change.

Examination Assemblies are conducted to share regulations and information when examination timetables are issued.

8. GCE examinations?

Advanced level exams are known as GCE. AS Components are taken in Year 12, the student can then drop the subject if he/she wishes or go on to full 'A2' .

9. Where will the examinations be held?

The main locations for written papers are the **Gym** and the **Sixth Form**. Students are asked to be there **10 minutes before** the advertised start time to enable seating procedures to be carried out efficiently, and to allow for any unforeseen room changes. They are asked to wait quietly outside the room until invited to enter. Where a candidate sits will be determined by their candidate number, which appears on all statements of entry. The candidate will sit at the desk bearing a card with their candidate number. This arrangement follows examination board rules and the college cannot change it.

10. How do I know when the date exams take place?

The Summer period for exams is from the start of May – until the end of June but some oral examinations and practical examinations will take place earlier. All students will receive a college produced exam timetable of all AS, A2, CAMTECH, GCSE & BTEC examinations once seating has been prepared, which will give them the dates and sessions (a.m. or p.m.) of the papers they are taking. This will also include start times and the location of the examinations. It is helpful if parents make sure a copy of this timetable is available to them at home with their son's/daughter's exams highlighted.

11. At what times do the exam sessions begin?

The Exam boards dictate the permissible start times for exams. The length of examination papers varies and every effort is made to ensure that they finish by the end of the college day. Should this not be the appropriate arrangements will be made for getting home. **Students will not be allowed out of an exam early for any reason.**

Some students may also receive an allowance of extra time for the examinations and so their finishing times will be later – students and parents should be aware of this and make appropriate arrangements for getting home. Timings for some papers may deviate from this pattern and the students will be made aware of this. It is the students' responsibility to be aware of the start time of each exam, but parents should be warned there is a tendency for students to confuse a.m. and p.m. sessions. Please ensure your son/daughter checks his/her exam commitments for each day on the previous evening.

12. What happens if a student has more than 1 exam at the same time?

If a candidate is timetabled to sit two or more exams at the same time this is known as a clash. If these are for the same subject this is intentional on the part of the board and the exams are meant to run one after another. If not, then this should be picked up during the checking process and notified immediately to the Examinations Officer who can grant permission for one of the papers to be taken at a different time on the same day. The candidate will have to remain under supervision between the two papers. In rare cases it may be necessary for a paper to be done the next day and it is a requirement that the candidate is supervised overnight. This is essential to avoid compromising the integrity of the examination and needs to be organised well in advance.

If an exam is delayed from a morning to an afternoon session the candidate will be supervised over lunchtime. They should bring some revision or reading material and their lunch and a drink. Even attempting to communicate with any other candidate will invariably result in the loss of all those exams for all of the students involved.

13. How are students supervised?

Adult external invigilators will supervise students under the direct management of the Exams Officer. Once students enter the exam room they must remain supervised and follow the invigilators instructions at all times. The Invigilators are experienced in exams procedures and subject to strict regulation, references and police checks. They usually work in teams and can contact the Exams Office staff by mobile telephone to resolve any issues.

The Exams Officer calls students in by candidate number or subject group and should find the desk with their candidate number card on it. For smaller examinations this is carried out by the Invigilator

In some sessions, papers will be already open or on exam desks, these must not be looked at until students are advised to do so.

14. What happens if a student cannot find his/her place in the exam room?

Occasionally problems arise because a student's number card is not where he/she thinks it should be. There are a number of possible reasons for this and the situation has to be investigated. Your son/daughter will be asked to wait for a few moments whilst the invigilator on duty in that venue checks the entry and sorts the problem out with the Exam Officer. Every effort is made to keep these problems to a minimum and they will not prejudice any student's chance of taking an examination for which he/she has been entered. Students who have been officially withdrawn from an examination will not be permitted to sit the papers. It is helpful if the candidate has his/her statements of entry with him/her, but these must not be written on.

15. What happens if a student is late?

If parents are aware that their son/daughter has got the timing of the examination wrong and has missed the starting time, they should telephone the college immediately and get a message to the Examinations Officer. Depending on how long the exam has been in progress, it may be possible for the candidate to be admitted. However, we are bound by Examination board regulations on this matter. Normally students with a genuine reason and who are brought straight to college may be admitted within the first 30 minutes of the start time, but it may not be possible to allow extra time for the minutes missed, after this time the board will decide whether to accept any paper sat.

Students who arrive more than 1 hour after the start or after the end of the exam will not be admitted.

16. What should students bring to the examinations?

Students should bring writing equipment, coloured pencils, erasers etc. in a **transparent** plastic bag or pencil case. Non-transparent pencil boxes or cases will not be permitted in the examination room. All students should have their name clearly marked on their calculators (calculator lids are not allowed in exams), as these have to be collected in for some mathematics papers, which are non-calculator. Suitable stationary kits in a clear case are available for purchase from Reception.

Pens must be Black.

Some subject papers will require the use of dictionaries or set texts, and students will be advised by their subject teachers about this.

Students are responsible for ensuring that they bring everything they need to the examination.

17. What should students not bring with them?

Some items are **strictly banned** from exam rooms and should not be brought into the examination room under any circumstances. The Exam Boards treat mere possession of these items as an infringement.

Mobile phones, MP3/4 players, ipods, smart watches and no potential technological/web enabled sources of information - unless permitted for individual language exams. These items can be handed to Reception before the start of an exam, but the college cannot be responsible for the security of these while the examination is in progress.

The use of **tippex or correction pens** is not permitted. Students should cross through work they do not wish to be marked.

Notes, papers and text books etc are only allowed in certain exams and students will be informed by the subject teachers in advance.

Students should not bring lucky mascots etc. into the examination room.

No food items or chewing gum are allowed. However, in exceptional circumstances due to specific health or medical needs students may need to carry specific food items.

18. May students bring a drink?

Students may bring a drink with them into the exam room. However no more than 750ml of still water may be brought and that must be in a clear unlabelled bottle. No fizzy drinks, cans or pouches will be allowed due to the risk of spillage. Drinking too much may cause an issue since students may not be allowed to use toilet facilities during short exams due to issues of supervision.

19. Regulations governing the use of calculators

Some subject papers, especially Maths, explicitly prohibit the use of calculators. Students must not have on them or attempt to use any form of calculator for these.

Also calculators with any of the following facilities are prohibited: data banks, dictionaries, language translators, retrieval of text or formulae, QWERTY keyboards, built-in symbolic algebra manipulations, symbolic differentiation or integration, capability of remote communication with other machines. The use, or attempted use, of any such calculators will be regarded as malpractice.

Calculators with graphic displays and programmable calculators are permitted if information and/or programs stored in the calculator's memory are cleared before the examination. Retrieval of information and/or programs during the examination is an infringement of the regulations. Students are responsible for clearing any information and/or program before the examination.

20. What are the regulations regarding mobile phones?

The regulations state that Mobile Phones are not to be brought into examination rooms under any circumstances. This applies to all public and college/mock examinations. They cause disturbance to other students if they ring and can present opportunities for malpractice. Any student found to have a phone in the exam room will be reported to the appropriate examination board. Should this happen they are likely to be disqualified from that paper and possibly from the whole examination in that subject.

It is a very serious offence and our advice is that the phone should not be brought to college. We can take no responsibility for the security of mobile phones brought to college.

21. What is meant by Malpractice?

Malpractice is the term that the Exam Boards use for any irregularity, or breach of the regulations of any form. The Exams Officer is required to, and will, report all infringements to the appropriate body and they will decide on what action to take based on the nature of the infringement. There is a tariff system of actions from which they can decide within limits and some infringements carry automatic loss of marks as a minimum penalty. The Exam Boards take the integrity of exams very seriously and it is important that students heed the Exam Officers instructions carefully.

22. What happens if a student does not turn up for an examination?

A student who absents themselves from any examination without presenting a satisfactory reason for a request for special consideration will receive a grade based only on those elements of the examinations which have been marked.

Parents should be aware that the school will seek to recover the exam fees if a student does not turn up for an examination and parents be asked for a payment of approximately £35 per GCSE subject and £15 per AS/A2 unit, depending on the Examining Board in the event of non-attendance. It is in all our interests to ensure that the college examination budget is not wasted.

23. How are exams started?

The Invigilator will usually announce the exam formally, and students cautioned that they are subject to the regulations. Any instructions or board notices, changes to papers etc will be read out and the students asked to complete their details on the answer papers.

24. What standards of behaviour are expected during examinations?

All students are aware of the regulations, which give general guidelines for conduct, and must be observed.

The college and the examination boards regard breaches of examination regulations very seriously. Parents should please impress on your son/daughter the importance of good behaviour in an examination, as any activities that may disturb or upset other students will not be tolerated.

The Head of Centre and Examinations Officer have the power to remove disruptive students, and the College Behaviour For Learning Policy will be followed.

Students are asked to wait quietly outside the exam venue, and to enter and leave in silence. This avoids disturbance to other students and does help to maintain a calm atmosphere for those students who are nervous about their exams.

Students who try to communicate with other students inside the venue, or who create a disturbance in the examination room will be asked to leave, and the circumstances will be reported to the examination board. This may result in the candidate not receiving a grade for the whole of that examination.

Under no circumstances should students write or graffiti on exam desks.

25. What should students wear for examinations?

Examinations are a college activity and students below the 6th Form must wear normal uniform. We ask for the co-operation of parents in ensuring students are correctly dressed as we wish to avoid causing stress to students in the examination room by pointing out when they are not in correct uniform. All students know the uniform rules and it is their responsibility to ensure they observe them. Students not dressed properly or modestly will not be permitted to sit exams.

Jackets, jumpers or other clothing are not allowed over the backs of the chairs. Coats and baggage must be left outside the examination room.

Items of jewellery, such as rings or bracelets should not be worn as they make a noise on the desk and would be deemed a disruption to other students, likewise keys around necks.

Students must wear full school uniform in all exams. Blazers must be worn into an exam and can be removed if required. Students are asked to refrain from taking blazers on and off repeatedly as this will cause distraction.

26. What do I do if my son/daughter is unwell at the time of one of the examinations?

You must have evidence of illness. If the candidate takes the paper, you should provide a letter, which the college can forward to the Examination Board asking for special consideration on the grounds of illness. If the candidate is unable through illness to sit a paper the board may, after examining the evidence and any evidence of performance on other papers, decide to award a grade Evidence must be forwarded to the Examination Officer without delay, as there is a tight deadline. Please telephone the college if your son/daughter will not be attending an examination or if he/she will be present but is unwell. It is often helpful for the invigilator to be aware that a candidate is not feeling well.

27. What do Students do who finish early?

Students should use all of the available time on their exams and spend any time at the end checking their answers. In any event they are not permitted to leave before the duration of the exam. They must sit in silence at their desk so as not to disturb other students.

28. What do I need to do if a student has problems that may affect his/her examination performance?

Some students are eligible for extra time or special examination arrangements. These are normally identified by the college and appropriate applications made supported by an Educational Psychologist's report, The Exams Officer and Head of Centre are empowered to grant Extra Time, the provision of a Prompter or similar arrangements, but only given the correct evidence and at their sole discretion. The Learning Development Department will make arrangements for providing any other special assistance and inform the students of any special rooming arrangements.

Any illness, or family circumstances, which may affect examination performance, arising shortly before or during the exams, should be notified as soon as possible to the Examinations Officer so that an application for special consideration can be made to the boards. Parents should be aware that any adjustment is likely to be small and that no feedback is ever provided.

29. How can parents best help their son/daughter during the examination period?

Examinations are inevitably a stressful time for some students and support from both college and parents can be helpful. The college will provide advice about revision programmes and examination techniques, and if this is followed it should not be necessary for any student to work abnormally long hours during the revision period. It is probably helpful to discuss with your son/daughter how he/she intends to organise revision and to talk through any anxieties about particular techniques or subject matter. Testing knowledge of factual material can benefit the student if such help is requested, but often all that is needed is a quiet place to work and lots of encouragement. Students should get plenty of sleep and some opportunities for relaxation. A good balanced diet with plenty of water will help.

30. What happens about the return of college books and equipment at the end of the examination period

Students will have been informed by subject departments, of the arrangements for return of books etc. Please ensure that all textbooks and equipment are returned promptly to college. Students in year 11 will be required to complete an "end of year 11 Exam Season" form to ensure all resources are returned and destination information is gained.

31. When and how are the results distributed?

November results arrive in college 12th January, Summer A level GCE results arrive in college on Thursday 17th August and GCSE results on Thursday 24th August. Results will normally be available for collection from 10.00 am – 12 noon in the Sixth Form. Students wishing for a relative or friend to collect their results must send a signed letter of authorisation with the collector. Results will not be given over the telephone under any circumstances.

GCE and GCSE students not intending to collect in person but wishing their results to be posted, should leave a stamped addressed envelope (also bearing their candidate number), with the Exams Officer. Result slips for AS and GCSE not collected or posted on results day will be retained in college for collection at the start of term, again with the necessary authority.

Students must ensure the “End of Year 11 Exam Season” form has been completed before results are issued.

32. What can I do if results are substantially different from what is anticipated?

It must be remembered that examinations can only measure performance on the day, and that students can do better or worse than anticipated for a variety of reasons. It is advisable to obtain a priority copy of the script and mark scheme before proceeding to an EAR (enquiry about result) that is very expensive. If there are serious grounds for concern about a result then the college can initiate an enquiry with the appropriate board. Details of the procedures and the fees involved are available from the Examinations Officer and the process should be started as soon as possible after consultation with the Head of Department concerned. Refer to the post-exam result letter for submission dates. It must be noted that when “re-marking of scripts” is requested the outcome of re-marking can be that the final mark or grade may increase or decrease.

33. How do I go about obtaining copies of marked examination scripts?

It is currently possible to have access to marked scripts for most AS/A2 units and GCSE. You will need to complete the appropriate Form from the college and pay a fee for each subject/paper. You should be aware that copies of marked scripts prior to an enquiry on results must be ordered within one week of the issue of results. You may also need to purchase a copy of the mark scheme.

34. How do students apply to re-sit?

It is possible to re-sit components; requests to re-sit must be made, via subject departments and accompanied by the appropriate examination fees. Students should discuss their decision to re-sit with their subject teacher or relevant dept head, who will need to sign the form to signify approval. Fees may vary depending on the subject and must be paid before the entry can be made. Refunds are not normally given.

35. How should fees be paid?

Where students are requesting a chargeable service, fees should accompany a completed form authorising this. Cheques should be made payable to TORPOINT COMMUNITY COLLEGE, or use Parent Pay

36. When do students receive certificates?

The examining boards issue certificates well after the examinations have taken place and are available after the November half term break. Students are required either to collect in person, or to have the certificate posted by recorded delivery if requested. A friend or family member may collect them but only bearing a letter of request signed by the candidate and some form of Identification.

Certificates are annually presented to students. Certificates uncollected after 2 years may be destroyed; they cannot be replaced. A letter of achievement can be obtained by direct application to the boards by the candidate, and will require

proof of identity such as an original birth certificate and a substantial fee per certificate (£40-£80each). The college currently archives certificates after a 2 year period, these can be requested and obtained for a £30 search fee.

37. Student Regulations

Students are advised to read the regulations on coursework, controlled assessment, written and on screen testing, which are posted on the college website, exam notice boards and available in hard copy from the exam office. Students are also briefed during an "Examination Assembly" led by the Deputy Headteacher/Examination Officer prior to the examination season.

College Routines For Staff

- 1. PRELIMINARY ENTRIES** - Preliminary entry forms are circulated by exam boards usually at the end of the academic year in preparation for the next academic year's entries. Their purpose is for centres to indicate the likely number of entries for individual units; on the basis of this information coursework/portfolio advisors and moderators are allocated to centres, record forms and preliminary materials are despatched, and teachers are invited to relevant meetings. The information also assists exam boards in determining the number of question papers to be printed, and the number of examiners, stationery booklets and despatch sacks that will be required.
- 2. UNIQUE CANDIDATE IDENTIFIER** - Each student is issued with a UCI number before actual entries can be made – this is usually carried out at the beginning of Year 10. The need for UCI arrived with the development of modular schemes where students may hold unit results over a period of time and may study at more than one centre. It is used by Exam Boards to accumulate the results achieved by a candidate over a period of time; this enables the subject award to be calculated by totalling the uniform marks for the individual unit results
- 3. REGISTRATION** - Examination entries can only be accepted from approved centres and some require prior registration of students in September at the start of the 2 year course.
- 4. SPECIAL ARRANGEMENTS** - For those students with special requirements – application for these usually takes place at the beginning of the course. All relevant information is managed and collated by the Special Arrangements Co-ordinator and the file kept within the Exams Office.
- 5. ENTRY PERIOD** - Accurate entry information is gathered from subject departments on sims electronic mark sheets according to the deadlines indicated in the school calendar (see table).

SERIES	QUALIFICATION	ENTRY REQUIRED
November	GCSE	September
December/January	GCE//GCSE/BTEC Internal	November
January	CAMTECH	October
June	CAMTECH	January
June(& May)	GCE/BTEC/GCSE	February

Staff must check all relevant students are listed, and indicate the appropriate entry/estimated grade, completing on sims before the date required. Tier of entry is on recommendation of the subject teacher in consultation with the student. The Statement of Entry is circulated to students for accuracy checking within a period of one week – any changes must be indicated on the SOE and signed by the CLOL before it is brought to the attention of the Exams Office staff for amending within the timeline specified. Once this process has been carried out the entries are communicated to the Exam Boards via the Electronic Data Interchange(EDI) A2C method prior to the Exam Board deadline date.

- 6. LATE ENTRY PERIOD** - Any late entries to the entry mark sheet after the deadline must be communicated to the Exam Officer and will incur Exam Board late fees charges to departments; unless the reason for delay is due to student error in which case the student will be charged before that entry can be made (the cost of late entry can be double the original entry fee). Charges are not made for amendments to entries during this period, and refunds are received for any withdrawals.
- 7. VERY LATE ENTRY PERIOD** - Any very late entries, or amendments to the entry mark sheet during the very late fee stage will incur exam board very late fees, this is also applicable to any amendments. These charges will be transferred on to the subject departments if appropriate, or for students to pay before that entry can be made (the cost can be treble the original entry fee). Refunds for withdrawals are no longer available during the very late fee stage, and any withdrawals will be charged to the relevant Departments for students who have been entered but have since left the course.

8. **RESIT OPPORTUNITIES** - Entry is on the recommendation of the subject teacher in consultation with student, in theory each may be taken twice with the first score to count for performance tables, the better for the student. Expectation is that entries for the resit will focus on the component which shows a marked underperformance when matched with target grades, to avoid dilution of effort with other exams. In the event of disagreement between student and teacher, the student may be required to pay for an entry that they request. Any students who is absent from exams will be charged entry fees. Those students wishing to attempt a second resit must receive permission from the CLOL as this could have a detrimental effect on the other scheduled examinations during the exam season and pay for the entry. A second re-sit will have to be paid for by the student.

9. **SEATING** - In order to initiate seating the Exam Officer and Exam Manager will, within the guidance from the Exam Boards, view the skeleton timetable, resolve clashes, alter start times and consider invigilation cover implications. Once this has been carried out a timetable can be circulated to CLOL's and Invigilators.

10. **INVIGILATION** - Once the main season preliminary timetable has been circulated to Invigilators a meeting is arranged for them to be updated on the preferred format for examinations, and to finalise the rota.

11. **TIMETABLE & COMMUNICATION** - Students attend an examination assembly where the Exam Officer goes through the timetable, and the requirements of the centre, they are asked to read the regulations posted on the college website and exam notice boards. Following this students receive their timetable.

12. **COURSEWORK/PORTFOLIOS/CONTROLLED ASSESMENTS** - Special instructions and standardising meetings are available to ensure accurate support for teachers. Entries trigger moderator labels for the Exams Office, and record sheets which are circulated to CLOL for completion and return to the Exams Office before the required deadline date. If there are small quantities then all copies are forwarded to the moderator, but if there are large quantities just the record sheets are sent in the first instance, and the moderator will indicate which copies they wish to receive. Authentication of students work and centre declaration form will also be completed for all students and subjects by the CLOL.

13. **SECURITY** - Exam papers will be unboxed on receipt by the Exams Office staff, checked against the documentation and filed in date order in a double locked cabinet located in a secure office solely used for exams as per Joint Council Regulations. CLOL will be notified of the arrival of the papers as their last point of checking the correct number for the syllabus has been ordered.

14. **CONDUCT OF EXAMINATIONS** - Examinations will be carried out by the Exams Officer, Exams Manager and Invigilator as per Joint Council document 'Instructions for the Conduct of Examinations' and relevant exam board documentation.

15. **SPECIAL CONSIDERATION** - Is the centre's response on behalf of students who have taken examinations when ill, or who have missed part of the examination because of circumstances beyond their control. These are directed to the Exams Officer for approval before administration is processed and will need to be substantiated by written confirmation for exam boards.

16. **RESULTS** - Exam office staff use Preparation Day and Results Day for downloading the results, preparing the result envelopes for collection, preparing department results, and dealing with any unforeseen problems.

17. **APPEALS / ENQUIRIES ABOUT RESULTS** - These could be clerical checks, re-mark or re-moderation of coursework/portfolios. Should staff wish to appeal about their results this must be done within four weeks of results to the Exams Officer, who will notify the exam boards – the cost of this will be met by the departments concerned. Should students wish to appeal about their results they must bring this to the attention of their subject teacher who will liaise with the CLOL, and if necessary commence the appeal procedure. Should the teacher disagree with the student on the grounds of appeal then the student will be expected to pay the appeal fee before administration commences. Students must provide the college with written permission for Enquiries about results to be carried out.

If the nature of a student's concern is internal to the school, for example - quality of coursework grading, the school will follow the guidance issued by Joint Council "Arrangements for internal appeals about internal assessment decisions and enquiries about results" (refer to internal appeal arrangements)

18. **ACCESS TO SCRIPTS** – Students must provide the college with written permission for access to their scripts.

19. **CERTIFICATION** - Certificates are usually available after the Autumn half term holiday, they are initially held in the Exams Office for a two year period. Students will be required to sign for their certificates personally, or provide written confirmation for a named person to collect on their behalf. Replacement proof of achievement is costly, all students are advised of this.

Torpoint Community College

Arrangements for Internal Appeals

TORPOINT COMMUNITY COLLEGE is committed to ensuring that whenever its staff mark candidates controlled assessment/coursework this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. TORPOINT COMMUNITY COLLEGE is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

N.B.: and appeal may only be made against the assessment process and not against the mark submitted to the awarding body.

1. Appeals should be made as early as possible, and no later than two weeks before the last timetabled examination in the series (eg. the last GCSE written paper in the June GCSE examination series).
2. Appeals must be made in writing by the candidate's parent/carer to the Examinations Officer.
3. The head of centre will appoint a senior member of staff i.e. and Assistant Headteacher or Deputy Headteacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
6. The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of TORPOINT COMMUNITY COLLEGE and is not covered by this procedure.

Date of last review: November 2016

Reviewed by: Jeremy Plumb, Exams Officer