



Queen Katharine
Academy

Candidate Exam Handbook

2023/24

This handbook is reviewed and updated annually

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Contents

Contents.....	2
Introduction	4
Purpose of this handbook.....	4
Malpractice.....	4
Personal data	5
Copyright	5
Coursework assessments/non-examination assessments.....	5
Written timetabled exams	6
Contingency sessions – Summer 2024	7
On-screen tests	7
What to do if you identify you have two or more exam papers timetabled at the same time (a timetable clash) ICE 7. JCQ constitutes what is a clash.....	7
Where you will take your exams	8
What time your exams will start and finish	8
Supervision during your exams	8
Exam room conditions.....	9
Where you will sit in the exam room	9
How your identity is confirmed in the exam room.....	10
What equipment you need to bring to your exams.....	10
Using calculators	10
What you should not bring into the exam room – Unauthorised Items	11
Food and drink in exam rooms	11
What you should wear for your exams.....	11
Where your personal belongings will be stored during your exam	12
What to do if you arrive late for your exam	12
What to do if you are unwell on the day of your exam.....	12
What happens if you have an unauthorised absence from your exam	12
What happens in the event of an emergency in the exam room	13
Candidates with access arrangements/reasonable adjustments.....	13
Suspected malpractice	13
Results	14
Post-results services	14
Certificates	15
Internal appeals procedure	15
Complaints policy	16
Appendix 1	17
JCQ Information for candidates – Coursework.....	17
Appendix 2	18

JCQ Information for candidates – non-examination assessments	18
Appendix 3	19
JCQ Information for candidates – on-screen tests.....	19
Appendix 4	20
JCQ Information for candidates – written exams	20
Appendix 5	21
JCQ Information for candidates – Privacy Notice	21
JCQ Information for candidates – Social Media	22
Appendix 7	23
JCQ <i>Unauthorised Items</i>	23
Appendix 8	24
JCQ Warning to Candidates	24
Appendix 9	25
Contingency Days Letter – 2024	25

Introduction

Queen Katharine Academy is committed to ensuring that candidates are fully briefed on the examination and assessment process in place in the centre and are made aware of the required JCQ/ awarding body instructions and information for candidates.

Purpose of this handbook

- *To support/complement the candidate briefing session/assembly*
- *To inform candidates about malpractice in examinations/assessments*
- *To inform candidates about the use of their personal data and copyright*
- *To ensure candidates are provided with all relevant information about their exams and assessments*
- *To ensure copies of relevant JCQ information for candidates documents and exam room posters are provided – SEE APPENDICES*
- *To answer any questions candidates may have etc.*
- *To inform/signpost candidates (and where relevant parents/carers) to exams-related policies/procedures that they need to be aware of and that are made available on the centre's website/student intranet, for example, exams policy, internal appeals procedures, emergency evacuation policy (exams), word processor policy (exams) etc.*

Malpractice

In order to maintain the integrity of qualifications, strict Regulations are in place and candidates must be aware of what malpractice is and the possible consequences.

- *Malpractice means any act or practice which is in breach of the Regulations*
- *Any alleged, suspected or actual incidents of malpractice will be investigated and reported to the relevant awarding body/bodies*
- *JCQ provides information regarding what constitutes malpractice:*
 - *Introduction of unauthorised material into the examination room*
 - *Breaches of examination conditions*
 - *Exchanging, obtaining, receiving, or passing on information which could be examination related (or the attempt to)*
 - *Offences relating to the content of candidates' work*
 - *Undermining the integrity of examinations/assessments*

You should refer to ICE 24 and the Indicative sanctions against candidates (Appendix 6, Suspected Malpractice - Policies and Procedures)

Refer to the current [Information for candidates – social media](#)

Things not to do on social media:

- Buy/ask for/share exam content
- Pass on rumours of what's in exams
- Share your work
- Work with others so that your coursework is not your own independent work

and/or non-examination assessments and coursework, as example:

Research and using references

...Where computer-generated content has been used (such as an AI Chatbot), your reference must show the name of the AI bot used and should show the date the content was generated. For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2024. You should retain a copy of the computer-generated content for reference and authentication purposes.

Plagiarism

Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. It is a form of cheating which is taken very seriously...

Managing behaviour in exam rooms procedure.

Candidates must

- Always follow rules of the invigilators
- Leave quietly as others may still be working
- Not be disruptive to others – this may result in being removed from the exam

Personal data

- *The awarding bodies collect information about exam candidates*
- *To understand what information is collected and how it is used, you should read the JCQ **Information for candidates – Privacy Notice** - Appendix 5 of this document, and GR.6*

Copyright

- *The copyright of any form of work created by a candidate that is submitted to an awarding body for assessment (referred to as **Assessment Materials**) belongs to the candidate*
- *By submitting this work, a candidate is granting the awarding body a non-exclusive, royalty-free licence to use their assessment materials (referred to as **Assessment Licence**)*
- *If a candidate wishes to terminate the awarding body's rights for anything other than assessing his/her work, the awarding body must be notified by the centre and it is at the discretion of the awarding body whether or not to terminate such rights – the candidate will need to speak to the Exams Officer in school.*
- *See Section GR 6 of the JCQ General Regulations Document available on the JCQ Website*

Coursework assessments/non-examination assessments

Coursework here relates to OCR Cambridge Nationals, Entry Level Certificate and Project Qualifications

Non-examination assessments relates to reformed GCE and GCSE Specifications

Relevant JCQ information for candidate's documents – coursework – Appendix 1, non-examination assessments – Appendix 2, On Screen Tests – Appendix 3, social media – Appendix 6,

- *You will be notified by your class teacher when assessments will take place*

- *Deadlines will be given to you by each subject teacher. You must adhere to these deadlines. If there is a problem then speak to your teacher as soon as possible*
- *Work will be assessed according to the rules of the non-examined assessment. This will usually be by the class teacher and the work will typically be moderated by another member of staff within the Academy. Work will typically be assessed by the teacher after the final submission day*
- *When candidates are informed of their centre assessed marks (also refer to the internal appeals procedure for appealing an internal assessment decision and requesting a review of the centre assessed marks)*
- *Which NEA work is externally marked/assessed etc.*
- The centre will notify candidates, including any private candidates entered through the centre, of their examination entries and the dates and times of their examinations/assessments...
- The centre will ensure that the JCQ Information for candidates documents (coursework, non-examination assessments, on-screen tests, privacy notice, social media and written examinations) are distributed to all candidates whether electronically or in hard copy format prior to assessments and/or examinations taking place

"The regulator's definition of an examination is very narrow and in effect any type of assessment that is not 'externally set and taken by candidates at the same time under controlled conditions' is classified as non-examination assessment (NEA). 'NEA' therefore includes, but is not limited to, internal assessment. Externally marked and/or externally set practical examinations taken at different times across centres are classified as 'NEA'."

[JCQ publication [Instructions for conducting non-examination assessments](#)]

Written timetabled exams

You will receive an email with a written candidate statement of entry for your Summer exams. You need to check carefully to make sure all the entries are correct and that your details are correct. If you have any queries about entries or any other details you must come to the Exams Office immediately. Do not worry if you have any exam clashes on your statement of entry as the Exams Officer will talk to you and these will be resolved when the exams are seated. Some subjects have one level of entry and others have Foundation and Higher tiers so check you have the correct tier.

You will then receive a final candidate exam timetable closer to the start of the exams showing full details of each exam/assessment you are taking, including the date and time of each exam, and any relevant information regarding seating arrangements, exam rooms etc. You should check this timetable carefully and if there are any queries see a member of staff in the Exams Office straight away.

There are a number of Appendices at the end of this document that you should read:

JCQ Information for Candidates for Written Exams (Appendix 5)

Exam Room Posters – Warning to Candidates and Unauthorised Items - Appendices 7 and 8

JCQ Social media Guidance – Appendix 6

Contingency Day Letter - Appendix 9

Contingency sessions – Summer 2024

A letter about the contingency days has been emailed to you all the information about the contingency sessions. A copy is included as Appendix 9 at the end of this document.

Following the Covid-19 pandemic, further resilience was needed within the exam timetables. A single contingency day was not felt to be sufficient if a national event or incident had a significant effect on the exam timetable. For example, summer exams could be affected by extremely high temperatures.

For the June 2024 exams, the awarding bodies have therefore introduced two additional half-day contingency sessions. These are the afternoons of **6th June 2024** and **13th June 2024**. And all day **26th June 2024**.

All candidates **must** remain available until after **26th June 2024 should an awarding body need to invoke its contingency plan.** [\[ICE 15\]](#)

On-screen tests

You will be told by your subject teacher if your test is an on-screen test and will let you know of any additional information you will need.

You must also see the JCQ Information for Candidates for On-Screen Tests (Appendix 3)

What to do if you identify you have two or more exam papers timetabled at the same time (a timetable clash) ICE 7. JCQ constitutes what is a clash.

If candidates are taking two or more examinations (a timetable clash) in a session and the total time is three hours or less the candidates may have a supervised break of no more than twenty minutes between papers within a session. This must be conducted within the examination room, under formal examination conditions at all times*. Therefore candidates cannot revise.

If candidates are taking 2 or more papers in a timetabled session and the total time exceeds 3-hours including approved extra time allowances and/or supervised rest breaks†, QKA may conduct an examination in a later or earlier session within the same day. You will remain under formal examination conditions (**Centre Supervision) for the period in between examinations. During which you will be supervised by a member of the Invigilation Team. You can have something to eat and drink during this time. Candidates may revise using their own resources whilst under centre supervision between examinations but must not:

- a) be in possession of an electronic communication/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.

QKA will determine the examination which is to be conducted in an earlier or later session within the same day. Usually the longest paper will be sat first or if any technical equipment is required this will sat first with the rest of the cohort.

In very rare circumstances a candidate may need to be isolated overnight to resolve an exam clash of 3 or more examinations on the same day. And the duration of those papers is

a) more than six hours for GCE examinations (AS, A2, A-level), including approved extra time allowances and/or supervised rest break[†]; or

b) more than five and a half hours for GCSE examinations, including approved extra time allowances and/or supervised rest break[†];

Overnight Supervision will only be applied as a last resort and, once all other options have been exhausted. In this instance a letter would be issued to the candidate's parents giving full details of the exam clashes and requesting the return of a signed form to ensure the candidate would be fully supervised at home as detailed below.

The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, Internet and social media. It also extends to television and radio, which could report key details of the day's examinations.

* For candidates with approved supervised rest breaks, the rest break may be conducted outside of the examination room, with the candidate being supervised at all times[†].

[†]Where reference is made to supervised rest breaks, this is a supervised rest break as defined in section 5.1 of the JCQ publication *Access Arrangements and Reasonable Adjustments*.

**Centre supervision' means that a member of centre staff, or an invigilator, will always be in the same room as the candidate(s).

Where you will take your exams

At QKA the exam rooms are mainly the Theatre, Sports Hall, and Lecture Theatre. Occasionally other rooms will be used. Check your exam timetable thoroughly.

What time your exams will start and finish

In most cases exams at QKA will start at 9.15 am and 1.30 pm. It may be necessary to slightly change start times to fit in with the school day or if you have a clash. You **must** check your timetable for the start time of each exam and be ready at the venue **15 minutes before** the start time.

You will not be allowed to leave an examination room early. If you have finished the paper use any time remaining to check over your answers and that you have completed your details correctly.

Supervision during your exams

The school employs external Invigilators to conduct the examinations. Students are expected to behave in a respectful manner towards all Invigilators. Students **must** always follow the invigilator's instructions.

Teachers will not be present during an examination.

Invigilators are in the examination rooms to supervise the conduct of the examination. They must follow strict rules and regulations when conducting exams as directed by JCQ awarding bodies. They will distribute and collect the examination papers, tell candidates when to start and finish the examination, hand out extra writing paper if required and deal with any problems that occur during the examination, for example if a candidate is feeling ill.

Please note that Invigilators cannot discuss the examination paper with you or explain the questions.

Students who are disruptive or behave in an unacceptable manner will be removed from the examination room by a member of the Exams Office Team or the Senior Leadership Team.

Exam room conditions

- You will be called into the exam room in row order by a SLT Staff Member or the Exams Officer.
- All candidates are under formal exam conditions from the moment of entry into the exam room until an invigilator dismisses you and you are out of the exam room.
- You must listen to and always follow the instructions of the invigilator whilst in the exam room.
- You **must not** talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. Remember communication is not only words – it can be eye contact etc
- The centre number, the actual start and finishing times of your exam, the subject title and the paper number will be displayed on the boards at the front of the Exam Room.
- Listen to the invigilator's guidance about the completion of your name and Exam number on the answer books. Your name and Exam Number must match those on your entry. The Lead Invigilator will clearly announce when you may complete the details on your answer booklet.
- **Candidates must not open the question paper until the examination begins.**
- The invigilator will clearly announce to the candidates when you may begin to write your answers, the examination will formally start from this point.
- The Lead Invigilator will also specify the time allowed for each paper.
- You are responsible for producing legible handwriting in the exams.
- Put up your hand if you require an invigilator's attention.
- Please do not write on examinations desks. This is regarded as vandalism, and you will be asked to pay for any damage.
- Do not draw graffiti or write offensive comments on exam papers – if you do the exam boards may refuse to accept your exam paper.
- If you require any additional answer sheets/answer books, please put your hand up and ask the invigilator.
- You are not permitted to leave the Exam room temporarily unless you have a medical card that means you may require to.

Where you will sit in the exam room

Your final Exam Timetable will show the seat you will sit in for each exam. The exam rooms are clearly set up to help you find your seat. If you are unsure of where you are sitting, you can find a seating list on display on the

Exams Noticeboard near the GYM in the street. Once in the exam room, if you cannot find your seat, you can speak to an invigilator who will be able to help you.

How your identity is confirmed in the exam room

You **MUST** bring your student ID Card with a clear photograph visible to every exam. Place it face up on your table to enable the Invigilator to identify you. If you do not have your ID card or it has been de-faced, then you must get a new one from Student Reception before entering the exam venue.

If you wear a hijab then you may be asked to remove it. This will be done in a private room

What equipment you need to bring to your exams

For most examinations you should bring the following equipment in a clear pencil case:

- At least two pens (black ink only, no gel pens).
- Pencils.
- For some exams you will need a calculator (Maths/Science), a 30cm ruler (marked with cm and mm), pencil sharpener, rubber, compass and protractor.
- coloured pencil crayons (not gel pens),
- set texts (e.g. for English Literature). Clean copies of set texts are usually provided by the English Department.

Using calculators

You must be aware of JCQ awarding body instructions regarding the use of calculators in your exams which state:

Candidates may use a calculator in an examination unless prohibited by the awarding body's specification. Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.

Calculators must be: <ul style="list-style-type: none">○ of a size suitable for use on the desk;○ either battery or solar powered;○ free of lids, cases and covers which have printed instructions or formulas.	Calculators must not: <ul style="list-style-type: none">• be designed or adapted to offer any of these facilities: -<ul style="list-style-type: none">○ language translators;○ symbolic algebra manipulation;○ symbolic differentiation or integration;○ communication with other machines or the internet;• be borrowed from another candidate during an examination for any reason;*• have retrievable information stored in them - this includes:<ul style="list-style-type: none">○ databanks;○ dictionaries;○ mathematical formulas;○ text.
The candidate is responsible for the following: <ul style="list-style-type: none">○ the calculator's power supply;○ the calculator's working condition;○ clearing anything stored in the calculator.	

[Taken from [JCQ Instructions for conducting examinations 2022-2023](#), Section 10.3 on 8 September 2022,]

What you should not bring into the exam room – Unauthorised Items

Examination regulations are very strict regarding items that may be taken into the examination room. (See Information for Candidates – Appendix 5). If you break these rules, you will be disqualified from the examination.

- Only material that is listed on question papers is permitted in the examination room and students who are found to have any material with them that is not allowed will be reported to the appropriate Examinations Board. In such circumstances, a student would normally be disqualified from the paper or the subject concerned.
- Bags, coats, and any other items not permitted under examination regulations are not allowed in the examination rooms. Please leave all bags in your lockers.
- Do not write on your hands or arms before or during the exam as this can be viewed as cheating.
- All watches are to be removed and handed in to invigilators.
- **MOBILE TELEPHONES MUST NOT BE BROUGHT INTO THE EXAMINATION ROOM.**
If a mobile phone (or any other type of electronic communication or storage device) is found in your possession during an examination (even if it is turned off), it will be taken from you and a report made to the appropriate Examination Board. No exceptions can be made.
- Being in possession of a mobile phone (or any other electronic communication device, eg iPod, headphones etc) is regarded as cheating and is subject to severe penalty from the Awarding Bodies
- In order to check for headphones if you wear a hijab then you may be asked to remove it – this will be done in a private room.

The minimum penalties are as follows:

Device found on you and turned **ON** - **disqualification for the entire subject award.**

Device found on you and turned **OFF** – **disqualification from the specific paper you are sitting at the time.**

Phone rings during the exam **wherever it is in the room** the Examination Board must be informed and you will be **disqualified from all papers for the subject (including any already taken).**

Food and drink in exam rooms

- Food is not allowed in the examination rooms unless for a medical reason when it must be placed on the desk.
- Only water may be taken into the examination room in a clear plastic bottle (No Logos) with all labels removed.
- ICE 18

What you should wear for your exams

Normal School Uniform must be worn by all students.

Sixth Form students need to adhere to the Sixth Form Dress Code.

Students will not be permitted entry into the exam room unless they are correctly dressed.

Where your personal belongings will be stored during your exam

You will be asked by the invigilator to hand in any unauthorised items. They will be safely stored in a clear numbered bag and the corresponding number will be given to the candidate. Any such items can then be reclaimed after the exam has finished. If you lose your ticket you will not be able to retrieve the items you have handed in. Whilst we will aim to take good care of your items we cannot be held responsible for them when in our possession. It is best to store any personal belongings in your locker before the Exam.

What to do if you arrive late for your exam

Candidates who arrive late for an examination will, where possible, still be admitted to the exam and given the full time. You **must** be aware if you are over **1 hour late** for the **national published start time**. (This is **9.00 am** for morning sessions and **1.30 pm** for afternoon sessions) the board may refuse to mark your paper. This means if you arrive after 10.00 am for a morning exam and 2.30 for an afternoon exam you are likely to get zero marks. If special consideration applies then you must speak to the Examinations Officer (see Absence From Examinations). ICE 21

What to do if you are unwell on the day of your exam

- Inform the Exams Office (01733 383876) at the earliest possible point so we can help or advise you. In the case of an accident that means you are unable to write it may be possible to provide you with a scribe to write your answers but we will need as much prior notice as possible.
- You may need to complete Form 14 - Self-Certification for Candidates who have missed an exam. The form can be found on the school website or can be mailed to you or a parent. It is important that you do this in case we need to apply for Special Consideration for you. Also, on the website there are documents about Special Consideration that you can read to find out more information. It is very important that you read the documents.
- If you feel ill during your exam put your hand up and an invigilator will assist you. You should inform an invigilator if you feel ill before or during an exam and you feel this may have affected your performance.

What happens if you have an unauthorised absence from your exam

Absence From Examinations:

- If you experience difficulties during the examination period (e.g. illness, injury, personal problems) please inform the school Exams Office at the earliest possible point so we can help or advise you.
- Only in 'exceptional circumstances' are candidates allowed special consideration for absence from any part of an examination. It is essential that medical or other appropriate evidence is obtained on the day by the candidate/parent and given to the Exams Officer without delay in all cases where an application is to be made for special consideration.

- For the award of a grade by special consideration, usually where a student misses part of an examination through illness or personal misfortune, a minimum of 40% of the examination (including coursework) must be completed.
- Parents and candidates are reminded that the school will require payment of entry fees should a candidate fail to attend an examination without good reason and without informing the school Exams Office (01733 383876)
- Please note that misreading the timetable will not be accepted as a satisfactory explanation of absence. ICE 22

What happens in the event of an emergency in the exam room

If the fire alarm sounds during an examination the examination Invigilators will tell you what to do. Do not panic. If you have to evacuate the exam venue you will be asked to close your answer booklet, to leave in silence and in the order in which you are sitting. You will be escorted to a designated examination assembly point. Leave everything on your desk. You must not attempt to communicate with anyone else during the evacuation. When you return to the exam room do not start writing until the Invigilator tells you to. You will be allowed the full working time for the examination and a report will be sent to the Awarding Body detailing the incident. ICE 22

Candidates with access arrangements/reasonable adjustments

The SENDCo (Special Educational Needs and Disabilities Co-ordinator) at Queen Katharine Academy will advise the Exams Office of any access arrangements required by exam candidates.

- Some students receive an allowance of up to 25% extra time. The Invigilators will include the additional time when they display the finishing time of your examination on the board.
- A member of the SEN Team will discuss with you your access arrangements prior to the exams season

Depending on the access arrangement in place, candidates with access arrangements may be seated in another room to facilitate their arrangement. This will be made clear on your seating timetable.

Suspected malpractice

Candidate malpractice

Candidate malpractice means malpractice by a candidate in connection with any examination or assessment, including the preparation and authentication of any controlled assessments, coursework or non-examination assessments, the presentation of any practical work, the compilation of portfolios of assessment evidence and the writing of any examination paper.

“The centre will inform the awarding body immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation.”

Results

- Results will be available for collection from School on 18th August 2022 for GCE and Level 3 Qualifications and 25th August 2022 for GCSE and Level 2 Qualifications. There will be some information with the details of results days with times they will be available
- If you wish any other person (including family members) to collect your results on your behalf, you must give your written authorisation to school before results day. The person you nominate to collect your results will be required to give evidence of their identity.
- Candidates who do not collect their results on the above dates will have to provide a stamped addressed envelope for the administration staff to forward through the normal post.
- No results will be given out by telephone under any circumstances.

Post-results services

The following services are available:

1. Access to scripts - Request a candidate's script, without having its marking reviewed. There is a fee for this service.
2. Clerical check - Request a clerical re-check of the marks: this does not include any review of marking. There is a fee for this service.
3. Review of Marking - Make a request for the marking of a script to be reviewed. There is a fee for this service.

Requests for post-results services from candidates must be made through the centre.

A "review of results" form is available from the Exams Officer on or after results day. A signature will be required to give consent for any of the above services before the request is made to the awarding body. Please read the JCQ statement below.

"The centre will

- *have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...*
- *ensure that candidates have provided their written consent for clerical checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results..."*
[GR 5.13]

"Centres must obtain written candidate consent for reviews of marking after the publication of results, as with these services, candidates' marks and subject grades may be lowered...Candidates must be informed of this possible outcome and provide their written consent before an application is submitted..."

"This permission must be sought only after the candidates have received their results for the respective examination series."

[GR 5.13 and [Post-Results Services information](#)]

Certificates

There will be a Presentation Evening at the end of the Autumn Term when it is hoped that you will be able to attend to receive your certificates. Invitations to students and their parents will be sent out with full details nearer the time.

Students who are unable to attend Presentation Evening will be able to collect their certificates from the school after Presentation Evening. Certificates will not be given to anyone other than the candidate without the candidate's written authorisation. Due to the value of certificates, they are not posted to students and must be collected.

Queen Katharine Academy is only obliged to keep certificates for a period of one year after issue. If you do not collect your certificates within this time (or if you lose your certificates) they can only be replaced by direct application to the appropriate Examination Boards. This will require proof of identity (such as a birth certificate) and a substantial fee per Examination Board. You are therefore urged to collect your certificates on Presentation Evening or as soon as possible thereafter and to keep them safely.

Internal appeals procedure

APPEALS AGAINST INTERNALLY ASSESSED MARKS

"The centre has

- in place and is available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates...The centre must inform candidates of their centre assessed marks. A candidate is permitted to request a review of the centre's marking before marks are submitted to the awarding body."* [\[GR 5.7\]](#)

"The centre has

- available for inspection purposes and draws to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal. A copy of the appeal process is available on request from the Exams Officer.* [\[GR 5.13\]](#)

Queen Katharine Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and 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. Queen Katharine Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where there are a number of subject teachers 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.

NB: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body

1. Appeals should be made as early as possible to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made in writing.
3. The head of centre will appoint a senior member of staff, e.g. an Assistant Principal or a Deputy Principal, 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 the 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 head of centre 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 may lead to mark changes. This process is outside the control of Queen Katharine Academy and is not covered by this procedure.

Complaints policy

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Queen Katharine Academy encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head Teacher by using the complaints and appeals form available from the Exams Office

If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint.

"The centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification." The complaints and appeals procedure is available on request from the Exams Officer. [\[GR 5.8\]](#)

JCQ Information for candidates – Coursework

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment. Use the link below to access an electronic copy.

Information for candidates - Coursework 2023-2024 [Information for candidates documents - JCQ Joint Council for Qualifications](#)

A copy of this information can be found on the school website and will also have been sent by email

Appendix 2

JCQ Information for candidates – non-examination assessments

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment. Use the link below to access an electronic copy.

Information for candidates – non – examination assessments 2023-2024 [Information for candidates documents - JCQ Joint Council for Qualifications](#)

A copy of this information can be found on the school website and will also have been sent by email

Appendix 3

JCQ Information for candidates – on-screen tests

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment. Use the link below to access an electronic copy.

Information for candidates - on screen tests 2023-2024 [Information for candidates documents - JCQ Joint Council for Qualifications](#)

A copy of this information can be found on the school website and will also have been sent by email

Appendix 4

JCQ Information for candidates – written exams

You **must** read this information if you are undertaking qualifications that contain elements of coursework assessment. Use the link below to access an electronic copy.

Information for candidates – Written Exams 2023-2024 [Information for candidates documents - JCQ Joint Council for Qualifications](#)

A copy of this information can be found on the school website and will also have been sent by email

Appendix 5

JCQ Information for candidates – Privacy Notice

You **must** read this notice as it contains “*Information About You and How We Use It*”

Information for candidates – Privacy Notice 2023-2024 [Information for candidates documents - JCQ Joint Council for Qualifications](#)

A copy of this information can be found on the school website and will also have been sent by email

JCQ Information for candidates – Social Media

You **must** read this information to help you stay within examination/assessment regulations when using social media.

Information for candidates – social media [Information for candidates documents - JCQ Joint Council for Qualifications](#)

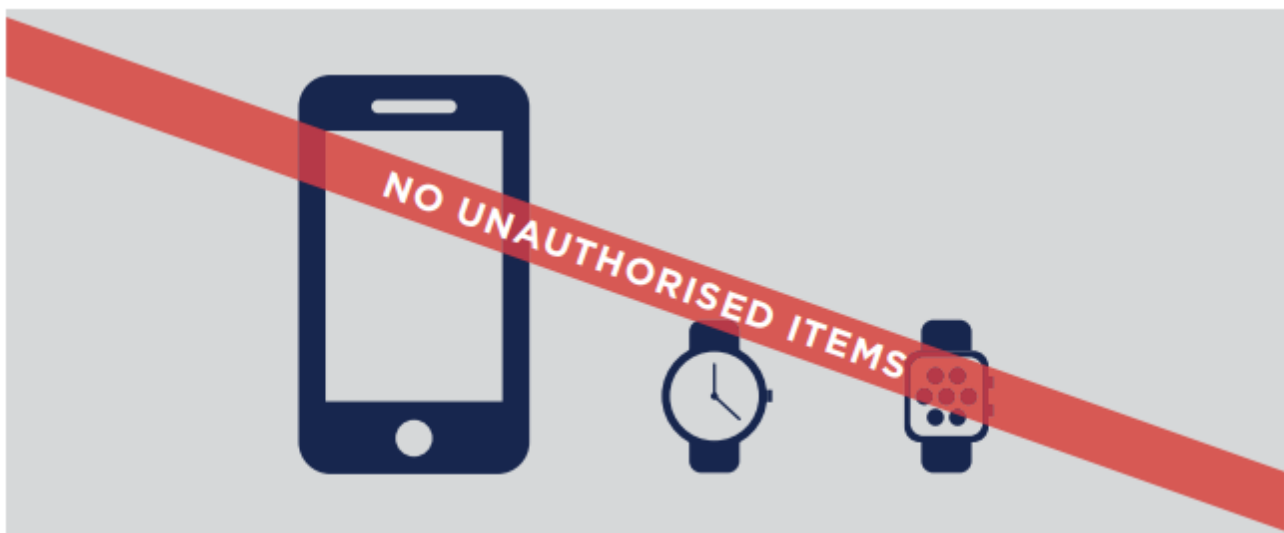
A copy of this information can be found on the school website and will also have been sent by email

JCQ Unauthorised Items

AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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NO MOBILE PHONES NO WATCHES

NO POTENTIAL TECHNOLOGICAL/WEB
ENABLED SOURCES OF INFORMATION



Possession of unauthorised items, such as a mobile phone
or any watch, is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.

JCQ Warning to Candidates

This poster will be displayed outside each exam room. You **must** note all the warnings.

AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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Warning to Candidates

1. You **must** be on time for all your examinations.
2. **Possession of a mobile phone** or other unauthorised material is **not allowed** - even if you do not intend to use it, and you will be subject to penalty and possible disqualification from the exam/qualification.
3. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
4. You **must** follow the instructions of the invigilator.
5. You **must not** sit an examination in the name of another candidate.
6. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
7. If you are confused about anything, only speak to an invigilator.

The Warning to Candidates **must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.**

©JCQ 2020 – Effective from 1 September 2021

Appendix 9

Contingency Days Letter – 2024

This letter has already been sent by email to all parents and students. A copy is included as a reminder for you to make sure you are available on this date.

Summer 2024 Contingency Days

During the spring term you will be given your individual timetables that will highlight the exams you have been entered for and will confirm when your final exams will take place. The summer exams usually run from early May, however, some practical subjects and MFL Speaking exams often commence late March, with formal written exams following throughout May and into June.

The awarding bodies have collectively agreed a contingency day for several years now which is always scheduled at the end of the GCSE, GCE AS and A-level exam timetables.

The contingency day is in the event of national or significant local disruption to exams in the United Kingdom, being part of the awarding bodies' standard contingency planning for exams.

Following the Covid-19 pandemic, further resilience was needed within the exam timetables. A single contingency day was not felt to be sufficient if a national event or incident had a significant effect on the exam timetable. For example, summer exams could be affected by extremely high temperatures.

For the June 2024 exams, the awarding bodies have therefore introduced two additional half-day contingency sessions. These are the afternoon of **Thursday 6 June 2024** and **Thursday 13 June 2024**. The standard contingency day remains at the end of the timetable being scheduled on **Wednesday 26 June 2024**.

Schools are required to ensure candidates and parents are aware of the contingency arrangements on these three days. You will need to consider the contingency day of Wednesday 26th June 2024 when making plans for the summer.

Candidates must remain available until Wednesday 26 June 2024 should examinations need to be rescheduled.

Yours sincerely

Philip Masterson
Principal