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**Melton Learning Hub**

**Exam procedures and appeals policy**

The purpose of this policy is:

         to ensure the planning and management of exams and portfolio based evidence is conducted efficiently and in the best interest of candidates

         to ensure the operation of an efficient qualification system with clear guidelines for all relevant staff.

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

This policy will be reviewed by the Centre Manager.

**1. Exam responsibilities**

Manager

Overall responsibility for the Hub as an exam centre:

         Advises on appeals and re-marks

         The head of centre is responsible for reporting all suspicions or actual incidents of malpractice.

Exams officer, Centre Manager and Internal Moderators

Manages the administration of public and internal exams.

         Advises the Manager, subject and class tutors and other relevant support staff on annual exam timetables and application procedures as set by the various exam boards

         Oversees the production and distribution to staff, candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events

         Ensures that candidates and their parents are informed of and understand those aspects of the exam timetable that will affect them

         Consults with teaching staff to ensure that necessary portfolio evidence is completed on time

     Receives, checks and stores securely all exam papers and completed scripts

         Administers access arrangements and makes applications for special consideration

         Accounts for income and expenditures relating to all exam costs/charges

         Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the management, any appeals/re-mark requests

         Maintains systems and processes to support the timely entry of candidates for their exams and qualifications.

Manager

         Organisation of teaching and learning.

         External validation of courses and a sound internal moderation process.

Subject Tutor

         Guidance and pastoral oversight of candidates who are unsure about exam and qualification entries or amendments to entries.

         Accurate completion of portfolio work mark sheets and declaration sheets.

         Accurate completion of entry and all other marking and adherence to deadlines as set by the manager.

         Submission of candidate names to Exams manager

         Identification and testing of candidates’ requirements for access arrangements.

         Provision of additional support — with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment — to help candidates achieve their course aims where possible.

Invigilators

         Collection of exam papers and other material from the manager or exams officer before the start of the exam.

         Collection of all exam papers in the correct order at the end of the exam and their return to the exams officer.

Candidates

         Confirmation and signing of entries.

         Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.

Administrative staff

         Support for the input of data.

         Posting of exam papers.

**2. The statutory tests and qualifications offered**

The statutory tests and qualifications offered at this centre are decided by the Manager and Tutors.

**3. Exam seasons and timetables**

External exams are usually scheduled in May, June and July.  
  
Timetables

The exams officer will circulate the exam timetables for both external and internal exams once these are confirmed.

**4. Entries, entry details, late entries and retakes**

Entries

All students following an appropriate course are expected to be entered for every subject. Candidates are selected for their entries by the subject tutor. This selection is to be monitored by the manager.  
A candidate or parent/carer can request a subject entry, change of level or withdrawal.

Late entries

Entry deadlines are circulated to tutors in regular meetings.  
  
Late entries are authorised by the Manager, subject tutors and exams officer.

**5. Exam fees**

Initial registration of qualifications and exam fees are paid by associated school or educational partnership..  
  
Late entry or amendment fees are paid by the centre.  
  
Candidates or tutors will not be charged for changes of level, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.  
  
Reimbursement may be sought from candidates who fail to sit an exam or meet the necessary portfolio evidence requirements.

**6. The Disability Discrimination Act (DDA), special needs and access arrangements**

DDA

The Disability Discrimination Act 2005 extends the application of the DDA to general qualifications. All exam centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.

Special needs

A candidate’s special needs requirements are determined by the associated school SENCO and the educational psychologist / specialist teacher in accordance with the school’s SEN Policy.  
  
The associated schools SENCO will inform the hub of candidates with special educational needs who are embarking on a course leading to an exam, and the date of that exam. The SENCO can then inform individual staff of any special arrangements that individual candidates may be granted during the course and in the exam.

Access arrangements

Making special arrangements for candidates to take exams or complete portfolios is the responsibility of the tutor.  
  
Submitting completed access arrangement applications to the awarding bodies is the responsibility of the tutor or manager.  
  
Invigilation and support for access arrangement candidates will be organised by the exams officer.

**7. Exam days**

Exam days

A suitable room will be identified prior to the exam..  
  
Subject staff may be present at the start of the exam to assist with identification of candidates but must not advise on which questions are to be attempted.  
  
In practical or assessments exams subject teachers may be on hand in case of any technical difficulties.  
  
Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to tutors at the end of the exam session.

**9. Candidates, clash candidates and special consideration**

Candidates

The centre’s published rules on acceptable dress, behaviour and candidates’ use of mobile phones and all electronic devices apply at all times. In addition to this all students will follow the exam room code of conduct regarding eating/drinking and what can or can’t be brought into the exam room. A copy of this is given to all students, and is clearly reinforced on exam days.  
  
Candidates’ personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.  
  
Disruptive candidates are dealt with. They should be taken from the room by a member of staff. If they refuse to leave the manager will be sent for to take the student from the room.  
  
Candidates may leave the exam room for a genuine purpose requiring an immediate return to the exam room, in which case a member of staff must accompany them.  
The tutors will attempt to contact any candidate who is not present at the start of an exam and deal with them.

Special consideration

Should a candidate be too ill to sit an exam, suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate’s responsibility to alert the centre, or the exam invigilator, to that effect.  
  
Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example a letter from the candidate’s doctor.  
  
The exams officer will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

**9. Portfolio evidence and appeals against internal assessments**

Portfolio evidence

Candidates who have to prepare portfolios should do so by the end of the course or centre-defined date.

Tutors will ensure all evidence is ready for the Moderator at the correct time and the internal moderator will keep a record of simple.  
  
Appeals against internal assessments

         Appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded

         Candidates may appeal if they feel their portfolio of evidence has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification

         Appeals should be made in writing to the head of centre (or other nominee) who will decide whether the process used conformed to the necessary requirements

        The head of centre’s findings will be notified in writing, copied to the exams officer and internal moderator and recorded for awarding body inspection.

**10. Certificates**

Certificates are presented in person or posted (recorded delivery).  
  
Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so and they sign for the certificate on collection.  
  
Certificates are not withheld from candidates who owe fees.  
  
The centre retains certificates for two years.

August 2018

To be reviewed every 2 years.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Managing Director