



Maidstone Grammar School  
*for Girls*

*Non sibi sed omnibus*

Examinations Policy

School Policy

2022-2023

**History Log**

LAST REVISED	REVISED BY	RATIFIED BY GOVERNORS	NEXT REVIEW DATE	TIME SCALE
September 2019	CBK		September 2020	Annual
September 2020	NWA		September 2021	Annual
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The following Examinations Policy is subject to all requirements or guidance as issued by DfE. In any instance that DfE guidance is changed due to exceptional circumstances, this policy will need to be altered accordingly.

## Purpose

The purpose of this examinations policy is:

- To ensure the planning and management of examinations is conducted efficiently, in the best interests of candidates, and in accordance with the Joint Council for Qualifications (JCQ) regulations, following the instructions in this document:  
[https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE\\_21-22\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf).
- To ensure the operation of an efficient and secure examinations system with clear guidelines for all relevant staff

It is the responsibility of everyone involved in the centre's examination processes to read, understand and implement this policy. This examination policy will be reviewed annually by the Assistant Headteacher with responsibility for the Data Team and the Examinations Officer.

## Examination Responsibilities

### Head of Centre

Overall responsibility for the school as an examination centre including:

- Advising staff and students on appeals and re-marks where appropriate
- Reporting of all suspicion of or actual incidents of malpractice. Refer to the JCQ document "[Suspected malpractice in examinations and assessments](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf)."
- The head of centre must ensure that appropriate arrangements are in place so that confidential examination materials are only handed over to authorised members of staff. Only persons authorised by the head of centre and the exams officer must be allowed access to the centre's secure storage facility. Access must be restricted and staff named and approved by the head of centre must be accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility detailed in the JCQ document:  
[https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE\\_21-22\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf). Only authorised members of centre staff must have access to electronic question papers.

### Examinations Officer

Manages the administration of public and internal examinations and analysis of examination results, in collaboration with the data manager:

- Advises the LT, HoDs, teachers and other relevant support staff on annual examination timetables and entry procedures as set by the various examination boards
- Oversees the production and distribution to staff, governors and candidates of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events
- Ensures that candidates and their parents are informed of and understand those aspects of the examination process and timetable that will affect them

- Ensures that candidates and their parents are given prior notice that they are responsible for bringing with them any materials needed for the examination.
- Consults with teaching staff to ensure that necessary non-examined assessments are completed on time and in accordance with JCQ guidelines
- Provides and confirms detailed data on estimated entries
- Provides and manages the examination boards' electronic access for staff
- Maintains systems and processes to support the timely entry of candidates for their examinations
- Administers access arrangements online, with the SENCO, and makes applications for special consideration using the JCQ guidance: "[Access arrangements and reasonable adjustments](#)"
- and "[A guide to the special considerations process](#)", relating to candidates who are eligible for adjustments in examinations
- Identifies and manages examination timetable clashes
- Accounts for income and expenditure relating to all examination costs/charges
- Line manages and organises the recruitment, training and monitoring of a team of examination invigilators responsible for the conduct of examinations
- Ensures that this document ([https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE\\_21-22\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf)) is available to invigilators in the main examination hall/ room(s) as a printed paper copy or as an electronic copy accessible via a laptop or tablet
- Receives, checks and stores securely all examination papers and completed scripts inline with this document: [https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE\\_21-22\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf)
- In conjunction with the Data Manager, prepares and presents reports to the LT showing results achieved in relation to target grades and comparable data for previous years
- Submits candidates' non-examined assessment marks, tracks despatches and stores returned assessments, and any other material required by the appropriate awarding bodies, correctly and on schedule
- Arranges for dissemination of examination results and certificates to candidates and forwards, in consultation with the LT, any results of appeals/re-mark requests
- Provides an examination season review to the LT at the end of each academic year.

### **Designated Member of the Leadership Team**

- Line management responsibility of the Examinations Officer
- LT responsibility for the oversight of examination procedures
- Liaises with the Examinations Officer regarding timetables, curriculum changes and developments, levels of entry where appropriate, and student subject changes
- Regular meetings with the Data Manager and Examinations Officer.
- Recruitment of invigilators

### **Heads of Department**

- Accurate completion of non-examined assessment mark sheets and declaration sheets
- Internal moderation of non-examined assessments
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Examinations Officer
- Guidance and pastoral oversight of candidates who are unsure about examination entries or amendments to entries
- Involvement in post-results procedures and analysis of results.

### **Teachers**

- Confirmation of candidate names to Heads of Department
- Marking of exam board non-examined assessments as required
- Guidance to Heads of Department on examination entry levels where appropriate.

### **SENCO**

- Notification of access arrangements online, and to teaching staff
- 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.

### **Invigilators**

- Ensure they are familiar with the details in this document:  
[https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE\\_21-22\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/08/ICE_21-22_v6.pdf) and follow the guidance outlined within.
- Setting up the examination room and distribution of examination papers and other material, in accordance with the examination room checklist and JCQ regulations
- Collection of examination papers and other material from the examinations office/secure area before the start of the examination
- Ensure that in the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject. Candidates must not be in possession of the following items: • mobile phones; • MP3/4 players or similar devices; • watches.
- Invigilation of examinations in accordance with the JCQ guidance and MGGS training
- Collection of all examination papers in the correct order at the end of the examination
- Completion of attendance registers and packing of scripts with secure return of the scripts to the examinations office/secure area
- Ensure the security of the examination room and examination papers and scripts at all times
- Responsible for the realisation of individual access arrangements and their recording in line with MGGS procedures
- Advise the Examination Officer of any cases of suspected malpractice in examination rooms
- Responsible for evacuation of examination rooms in accordance with JCQ and school policies.

### **Candidates**

- Checking statements of entries and notifying the Examination Officer of any discrepancies within given deadlines
- Understanding non-examined assessment regulations and signing a declaration that authenticates the work as their own
- Adhering to all JCQ regulations and the school's rules with regard to examinations including ensuring that they bring with them any materials needed for the examination. If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may be considered as malpractice. In such circumstances MGGS must refer to the JCQ publication Suspected Malpractice: Policies and Procedures, 1 September 2021 to 31 August 2022: <http://www.jcq.org.uk/exams-office/malpractice>
- Accessing and reading information which is provided by the Examinations Officer on

- Google Team Drive, SIMS Parent App, email and any other correspondence
  - Completing all examinations which are part of the course.
  - The school will require repayment of examination boards' fees should a student fail to attend an examination without good reason and without informing the school.
- Misreading the timetable will not be accepted as a satisfactory explanation of absence.

### **Office Staff**

- Posting and/or uploading of non-examined assessment samples as required
- Oversight of Parcelforce collection of examination papers
- Notifying Exam Officer of arrival of exam papers for secure storage.

### **Data Manager**

- Room booking and room changes and the dissemination of information to staff and students
- Invigilation support as required
- Analysis of results
- Keeping course manager up to date and ensuring codes match exams organiser in SIMS
- Back-up for exams officers in case of absence.

## **The Statutory Tests and Qualifications Offered**

The qualifications offered at this centre are decided by the Head of Centre and the LT. The qualifications offered are mainly GCSE and A levels. The subjects offered for these qualifications in any academic year may be found on the school website for that year. If there has been a change of specification from the previous year, the examinations office must be informed by the Assistant Headteacher with responsibility for the data team, using curriculum returns from departments, by the end of term 6.

## **Examination Seasons and Timetables**

### **Examination Seasons**

Internal exams are scheduled as per the school calendar. Public exams are scheduled in May and June, and occasionally at other times in accordance with exam board timetables. Internal exams in Year 10 to 13 are held under public examination conditions. Which examination series are used in the centre is decided by the Assistant Headteacher with responsibility for the data team and the LT.

### **Timetables**

The Examinations Officer will circulate the examination timetables for both public and internal exams once these are confirmed, to staff, students and parents.

## **Entries, Entry Details, Late Entries and Retakes**

### **Entries**

Candidates are selected for their examination entries by the Heads of Department / Subject and the subject teachers, overseen by the Assistant Headteacher with responsibility for the data team. Any change or withdrawal of a subject entry must be authorised by the Assistant

Headteacher with responsibility for the data team. The centre does not normally accept entries from external (private) candidates. There are some exceptions, at the Headteacher's discretion, usually where they are ex-students of the school.

### **Late Entries**

Entry deadlines are circulated to Heads of Department via email and notices. Late entries are submitted by Heads of Department and authorised by the Examinations Officer and Assistant Headteacher.

### **Retakes**

Retake decisions will be made in consultation with the subject teachers, Heads of Department, Assistant Headteacher for KS5 and Examinations Officer in conjunction with the Assistant Headteacher for exams (See also section 5: examination fees)

## **Examination Fees**

Please refer to the school's finance policy

### **Payment of Public Examinations Policy**

Maidstone Grammar School for Girls will undertake its statutory responsibility to cover the payment of public examination fees and will ensure that all aspects of examination expenses implemented by the school will comply with the following statements:

#### **Statutory Compliance**

- All internal candidates on roll will have the appropriate examination fee(s) paid by the school for the first entry of any curriculum taught public examinations.

#### **External/Private Candidates**

- All external/private candidates will be charged the appropriate examination board entry fee plus an administration charge per examination.
- External/private candidates who were on the MGGS school roll in the previous academic year will be charged a £10 administration fee per examination in addition to the examination board entry fee.
- All other external/private candidates will be charged a £20 administration fee per examination in addition to the examination board entry fee.
- The final decision on if an external/private candidates can use MGGS as an exam centre is at the Discretion of the Headteacher

#### **University Entrance Examinations for all candidates**

- All University Entrance testing will attract an administration fee of £10 to all students taking the test on roll. If an entry fee is also required, that will be the responsibility of the candidate in addition to the school's administration fee. Where ex-students or private candidates wish to sit the test the private candidate fees will apply.

#### **Re-Sits**

- All internal candidates wishing to re-sit a previously paid for examination will have to pay the full cost of the examination as well as an administrative fee.
- Payment is to be made in full at the time the application form is submitted by the due

date that the school determines. Failure to complete the payment by the due date will result in no entry being made.

### **Enquiries about Results (EARs)**

- All re-marking, appeals and scripts request applications will be at the discretion of the Head Teacher.
- Applications for re-marking made by Heads of Departments (HODs) will have to be paid for out of department funds should the grade originally awarded not be changed.
- Requests for re-marking made by individual parents, carers or students will in all cases be the financial responsibility of the individual making the request.

### **Late Entries**

- Late entry examination fees caused by individual candidates or HODs not meeting submission deadlines will be charged in full to either the candidate or the relevant department.
- Payment is to be made in full at the time of the examination entry submission. Failure to complete this procedure will result in the candidate not being entered for the examination(s).

### **Hardship**

- In cases of agreed hardship a candidate may make a formal application to the Head Teacher for application to the Hardship Fund within the school's Voluntary Fund for the payment of public examination expenses. This procedure is to be carried out at the discretion of the Head Teacher.

### **Withdrawn Entries and Absences**

- The school will charge parents in respect of examination fees where their child is withdrawn from an examination or coursework through lack of effort, or fails to sit an examination for which an entry fee has been paid (unless a doctor's certificate is produced).
- Withdrawal from a public examination will be discussed with parents before being actioned.

GCSE and A level initial registration and entry fees are paid by the centre. Late entry or amendment fees are paid by departments, students or the centre, depending on the circumstances.

Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within deadlines determined by the awarding bodies.

Reimbursement of fees will be sought from candidates who fail to sit an examination or meet the necessary non-examined assessment requirements without an acceptable reason.

Candidates, parents and carers will be informed of their responsibilities regarding examination entries at the start of each year (see finance policy). Misreading the timetable will not be accepted as a satisfactory explanation of absence.

Retake fees (for courses where resits are possible) and centre administrative fees (for external / private candidates) are paid by the candidate before the entry is made. This includes the



unlikely event where students wish to continue in Year 12 or join MGGS in Year 12 but have achieved a Grade 3 or below in GCSE Mathematics or English; they would be required to re-sit the relevant GCSE examination in the November following the Summer Examination Season. The candidate is responsible for the payment. (See also section 4.3: Retakes)

Candidates must pay the fee for an enquiry about a result in order for the application to be processed, unless they are in receipt of the pupil premium grant or bursary.

Any additional examinations which are not part of the school's curriculum or enrichment programme must be authorised by the Headteacher and paid for by candidates. Fees will include the awarding body fee, centre administrative fee, invigilation fee, and examiner's fee as appropriate.

### **University Entrance Examinations**

- All University Entrance testing will attract an administration fee of £10 to all students taking the test on roll. If an entry fee is also required, that will be the responsibility of the candidate in addition to the school's administration fee. Where ex-students or private candidates wish to sit the test the private candidate fees will apply. Bursary students may wish to apply to use this to fund their entrance examination(s).

## **The Equality Act 2010, Special Needs and Access Arrangements**

### **Equality Act 2010**

The Equality Act 2010 requires an awarding body to make reasonable adjustments where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. All examination centre staff must ensure that access arrangements and special consideration are consistent with the law.

### **Special Needs**

A candidate's special educational needs requirements are determined by the SENCO, in line with the JCQ regulations. The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination. The SENCO can then inform individual staff of any special arrangements that individual candidates may be granted during the course and in the examination.

### **Access Arrangements**

Making special arrangements for candidates to take examinations is the responsibility of the Examinations Officer, in conjunction with the SENCO. Submitting completed access arrangement online applications to the awarding bodies is the responsibility of the SENCO, in conjunction with the examinations officer. Rooming for access arrangement candidates for their written examinations will be the responsibility of the Examinations Officer. Non-examined assessment access arrangements are the responsibility of the Head of Department to identify and administer.

Invigilation and support for access arrangement candidates will be organised by the Examinations Officer. Recording of the access arrangements given will be held until the end of the post results period by the Examination Officer. Laptops and other devices to be used as part

of the access arrangements are to be provided and checked by the network team, in liaison with the Examinations Officer, to ensure all regulations are followed (e.g. spell checking turned off) and that the equipment is in good working order.

## **Estimated Grades**

Heads of Department will submit estimated grades (if required by the examination boards) to the Examinations Officer when requested.

## **Managing Invigilators and Examination Days**

### **Managing Invigilators**

External invigilators will be used for formal examination supervision. They will be used for public examinations and Key Stage 4/5 internal examinations. The recruitment of invigilators is the responsibility of the Assistant Headteacher with responsibility for the data team and the Examinations Officer. Securing the necessary safeguarding checks for new invigilators is the responsibility of the centre.

DBS fees for securing such clearance are paid by the centre. Invigilators are timetabled, trained and briefed by the Examinations Officer. Invigilators' rates of pay are set by the centre and reviewed annually. Specialist invigilators e.g. language oral exams and music accompanists will be employed as required, adhering to examination board and JCQ regulations.

### **Examination Days**

The Examinations Officer will advise the Data Manager of the room booking required after liaison with other users and make the question papers, other examination stationery and materials available for the invigilators. The Site manager is responsible for setting up the allocated rooms. The Examinations Officer will ensure all examinations are started in accordance with JCQ guidelines. Experienced lead invigilators will start examinations. In practical examinations subject teachers may be on hand (close to the room) in case of any technical difficulties.

Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Papers will be distributed to Heads of Department not less than 24 hours after the end of the examination session. Subject teachers must not be present in the exam rooms before or during an examination.

### **Seating and Identifying Candidates in Exam Rooms The Examinations Officer will:**

- ensure a written procedure is in place to verify candidate identity.

### **Verifying Candidate Identity Procedure**

- Provide seating plans for exam rooms as per JCQ and awarding body requirements
- Seating plan and attendance register in place outside and inside the examination room(s).
- Photographic ID cards with name and candidate number placed on individual candidates' desks.
- Ensure that invigilators are aware of the procedure and follow seating plan

**Invigilators will:**

- Follow the procedure for verifying candidate identity provided by the Examinations Officer
- Seat candidates in exam rooms as instructed by the Examinations Officer on the seating plan and with correct desk card
- Collect External Candidates from Reception, check their identity and escort them to their exam desk as stated on the seating plan.

**Malpractice**

- MGGS takes an ethical approach and works proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place
- Any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication *Suspected Malpractice – Policies and Procedures*
- Any irregularities will be investigated and the outcome will be shared with the awarding bodies 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 in accordance with the JCQ publication *Suspected Malpractice – Policies and Procedures*
- As required by an awarding body, MGGS will ensure evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require

**Whistleblowing Policy**

Full detail of the schools Complaints and Whistleblowing policy can be found here:

[School Complaints Policy](#)  
[Whistleblowing policy](#)

**Candidates, Clash Candidates and Special Consideration****Candidates**

The centre's policies on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices apply at all times. JCQ regulations must be followed in the examination room. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage. They should be left locked in lockers. Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates may only leave the examination room for a genuine purpose requiring an immediate return to the examination room, in which case a member of the examinations team must accompany them at all times.

The Examinations Officer will attempt to contact any candidate who is not present at the start of an examination and deal with them in accordance with JCQ guidelines.

### **Clash Candidates**

The Examinations Officer will be responsible, as necessary, for identifying escorts, identifying a secure venue and arranging overnight stays in conjunction with the KS4 / Sixth Form Management Team.

### **School Lockdown / Evacuation**

In the event of school lockdown due to an external threat the examinations will continue if possible. If there is an internal threat or another reason for evacuation (e.g. fire) students taking examinations will follow instructions as outlined in the lockdown and / or evacuation policy. Reference should be made to the examination contingency plan in this instance. A separate [examination contingency plan](#) is in place for a range of unforeseen circumstances.

### **Special Consideration**

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

## **Non-examined Assessments and Appeals Against Internal Assessments**

### **Coursework and Non-Examined Assessments (NEAs)**

Heads of Department are responsible for administering NEAs in accordance with the examination board rules and regulations as laid down in the course specification and the JCQ's documents linked below: These documents are to be followed to ensure that coursework and non-examined assessments are managed correctly in line with JCQ regulations. Full detail of the JCQ requirements can be found at:

<https://www.jcq.org.uk/exams-office/coursework>

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Heads of Department will ensure all assessments are ready for despatch, where necessary, at the correct time and the Examinations Officer will keep a record of what has been sent when and to whom. Marks for all internally assessed work are provided to the Examinations Officer by the Heads of Department. Candidates must be informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.

This procedure will follow the policy: **MGGS Review of Marking and Appeals Procedure for Coursework and Non-Examined Assessments 2021-22** which contains the following procedure:

- MGGS will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- MGGS will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
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- MGGS will, having received a request for materials, promptly make them available to the candidate, either originals viewed under supervised conditions or copies.
- MGGS will provide candidates with sufficient time, normally at least five working days, in order to allow them to review copies of materials and reach a decision.
- MGGS will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. **Requests must be made in writing.**
- MGGS will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
- MGGS will ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment **of that candidate for the component in question** and has no personal interest in the outcome of the review.
- MGGS will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- MGGS will inform the candidate in writing of the outcome of the review of the centre's marking.
- The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

### **Internal Appeals Procedure**

The centre is obliged to publish a separate procedure on this subject, which is available from the examinations office (MGGS Internal Appeals Procedure for Coursework and NEAs 2021-22). This includes the procedure to follow if a candidate is dissatisfied with the outcome of an appeal.

## **Results, Enquiries about Results (EARs) and Access to Scripts (ATS)**

### **Results**

Candidates can receive an individual results statement on results day in person at the centre / by post to their home addresses (candidates to provide stamped addressed envelope).

Arrangements for the school to be open on results days are made by the Examinations Officer, in conjunction with the school's leadership team. The provision of staff on results days is the responsibility of the head of centre. Results can be collected by a third party with the written consent from the candidate. Written consent must be given before the results days and the third party must provide photographic identification and a copy of the written consent.

### **Enquiries About Results (EARs)**

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. Members of staff must gain the consent of candidates after the results have been published but before submitting any request for a review of marking. Fees are applicable for any individual requests for enquiry about results and are paid by students unless they are in receipt of the pupil premium grant or bursary.

### **11.3 Access to Scripts (ATS)**

After the release of results, candidates may ask subject staff to request the return of papers within the examination board deadlines. If a result is queried, the Examinations Officer, teaching staff and the head of centre will investigate the feasibility of asking for a review of marking at the candidates' expense. Centre staff may also request original scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained after the results are received by candidates. Once we receive the original paper, its security is compromised. Students are advised not to do this if they want to request a review or priority review of marking, a clerical check or an appeal.

### **Procedure if an appeal is not supported by the School**

Parents are responsible for making and paying for an appeal. If the school does not support an appeal this will be explained to the parent and/or student, with the reasons. If a parent wishes to appeal this decision, they must do so in writing to the Headteacher within 5 working days of being informed of the decision. The Headteacher will appoint a member of the leadership team who will review the decision and communicate the outcome in writing to the parent and/or student. If the parent/student remains dissatisfied with the decision they should consult the school's complaints policy.

## **Certificates**

Certificates are presented in person or can be collected and signed for. Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so and can provide photographic identification. Certificates may be withheld from candidates who owe fees. A transcript of results may be issued if a candidate agrees to pay the costs incurred. The centre retains uncollected certificates for five years.