The ExamsOffice

CHECKLIST FOR
SENIOR LEADERS/LINE MANAGERS

This checklist has been created to support senior leaders and/or exams officer line managers in ensuring that all tasks have been completed ahead of each exam series. It will also help centres meet the following JCQ requirements as set out in the *General Regulations for Approved Centres* booklet (section 5.3), which state:

The head of centre must:

● *ensure that any member(s) of the senior leadership tea who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation. This will ensure the examinations officer and the SENCo are supported as well as ensuring effective centre decision making in line with the published regulations*

● *have in place a member of the senior leadership team who has a good working knowledge of the examination system, will provide effective line management support and supervision of the examinations officer to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series*

The questions included within this checklist have been divided into the five stages of the exam cycle for each exam series:

Planning

Entries

Exam Preparation (Pre-exams)

Exam Time

Results and Post-Results

Please note:

● Senior leaders/line managers should cover these questions for each exam series during regular meetings with their exams officer

● There may be additional centre specific questions which may also need to be addressed and confirmed with your exams officer

● Additional copies of this checklist are available on The Exams Office website at **www.theexamsoffice.org/new-exams-officers/support-resources/**

SECTION 1: SENIOR LEADER ROLE AND RESPONSIBILITIES

AREAS OF RESPONSIBILITY

The senior leader(s) responsible for examinations/assessments should ensure that they have undertaken the following tasks in order to fully prepare their centre for the management, administration and conducting of examinations throughout the academic year.

AREA	INFORMATION	COMMENTS/TICK TO CONFIRM COMPLETION
Senior Designated Contact	Awarding bodies have been provided with details of a senior member of staff who can be contacted outside of term time as a point of escalation to resolve any results-related issues	
Exam information	The following have been completed: • Annual exams plan • Annual qualifications plan	
Supporting and supervising your exams officer	**All exams officers/experienced exams officers** • Providing access to a performance management process, including a review/appraisal of exams officer's performance and centre processes. • Registering on to the *Exams Officer Professional Standards* and *Key Skills Platform* **New exams officers** (with no previous role experience) • Complete the *New Exams Officer Induction and Assessment Module* • Undertake/acquire MIS training/support • Be aware of centre-specific exam-related information • Awareness of awarding body processes	
Exam policies	The following policies have been completed: • Those required by JCQ/for JCQ inspection purposes • Centre-specific/good practice related policies	
Contingency planning	The following are in place: • Exams officer contingency (e.g. a diary/calendar of exams related activity, Exams Manual, etc.) • Alternative venue • Cyber-attack (the impact of)	
Sharing examination information	The following policies have been confirmed: • A briefing has been delivered to candidates which outlines JCQ requirements • Information has been shared with parents to inform them of exam procedures and to encourage them to support their child • Exam-related information for senior leaders, teaching staff and support staff	
Training	Access to appropriate training and support has been provided for senior leader(s), exams officers and invigilators to facilitate the effective delivery of examinations and assessments within the centre, and ensuring compliance with the published JCQ regulations	
Cyber security	Staff involved in the management, administration and conducting of examinations are aware of/have been trained in the various protocols relating to maintaining and improving cyber security	

SECTION 2: JCQ DOCUMENTATION

Senior leaders with responsibility for examinations/assessments should ensure that they – and relevant staff within their centre – have read, and are familiar with the contents of, the JCQ publications listed below.

PUBLICATION	STAFF WHO SHOULD READ/BE AWARE OF THIS PUBLICATION	COMMENTS/TICK TO CONFIRM COMPLETION
General Regulations for Approved Centres	Heads of centre, senior leaders, exams officers	
Instructions for conducting examinations	Heads of centre, senior leaders, exams officers	
Access Arrangements and Reasonable Adjustments	Senior leaders, SENCos, assessors	
A guide to the special consideration process	Heads of centre, senior leaders, exams officers	
A guide to the awarding bodies' appeals processes	Senior leaders, teaching staff, exams officers	
Suspected Malpractice: Policies and Procedures	Senior leaders, teaching staff, exams officers, invigilators	
Post-Results Services	Senior leaders, teaching staff, exams officers	
Key dates in the examination cycle	Senior leaders, teaching staff, exams officers	
Information for candidates' documents	Senior leaders, exams officers, invigilators	
Exam room posters	Senior leaders, exams officers, invigilators	

SECTION 3: COMPLIANCE/JCQ REQUIREMENTS

Senior leaders with responsibility for examinations/assessments within their centre should ensure that the actions listed below have been undertaken.

The JCQ reference relates to the content within the *General Regulations for Approved Centres* publication and should be referred to for further information.

JCQ REF.	ACTION	✔
5.1a, 5.3q-w	The National Centre Number Register update has been completed and submitted by the end of October in line with JCQ requirements	
5.1b-c: Centre management	(If applicable) Any actions raised in a JCQ Centre Inspection Service report have been addressed	
	Requests from awarding bodies for information/data /documentation, and any incidents which might compromise any aspect of assessment delivery, have been addressed and/or reported promptly/by the required deadline	
3.1: Use of third parties	(if applicable) Third-party agreements are in place	
3.6: Centre status	Centre status requirements have been met	
3.12a-c, 3.13: Confidentiality	Confidentiality and information/data sharing regulations have been met. This also applies to other centres within the same consortium/Academy Trust	
3.15a-c: Retention of candidates' work	Non-examination assessments and scripts which have been returned to the centre under *access to scripts* arrangements have been retained securely and disposed of confidentially	
3.16-3.19: Resilience and contingency arrangements	Relevant senior leaders and teaching staff are aware of the regulators' guidance on ensuring resilience in the qualifications system	
	A process is in place for gathering evidence of candidate performance in line with the published guidance	
	An up to date written contingency plan is in place which covers all aspects of examination/assessment administration and delivery	
	At least one senior member of staff (senior designated contact) is/will be available to manage emergency requests from awarding bodies that are results related during the summer holidays	
	Candidates' work is/will be backed-up with contingency considered by backing-up on two separate devices, including one off-site back-up	
	Appropriate security arrangements are in place to protect candidates' work in the event of IT system corruption and cyber-attacks	
3.20, 3.21: Cyber security	Procedures are in place to maintain the security of user accounts as detailed in JCQ regulations, including: • Training for staff on account security and awareness of social engineering/phishing attempts • Enabling additional security settings • Updating exposed passwords • Setting up secure account recovery options • Reviewing and managing connected applications • Regularly monitoring/reviewing accounts/account access, including removing access when no longer required • Ensuring awarding bodies' online systems are accessed in line with awarding body and JCQ regulations regarding cyber security	

JCQ REF.	ACTION	✔
	• Providing authorised staff with access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements • Reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body	
3.22: Communication	Parents/candidates have been provided with appropriate support/information by the centre and have been instructed not to contact awarding bodies/JCQ directly	
5.2: Centre management	Appropriate internet access is available to exams office personnel to allow access to awarding bodies' extranet sites	
5.3a-b: Recruitment, selection, training and support	An appropriately sized and competent workforce, including sufficient managerial, fully qualified teachers/staff and other resource, is retained to: • undertake the delivery of the qualification as required by an awarding body. • assess specific qualifications and, if applicable, to mark assessments and/or verify centre-assessed components Teaching staff are not using Artificial Intelligence (AI) as the sole means of marking candidates' work	
5.3c: Recruitment, selection, training and support	The exams officer(s) is provided with: • appropriate training and support • sufficient time to perform their role • proactive line management/support from a member of the senior leadership team who has a good working knowledge of the examination system The exams officer understands relevant awarding body and JCQ documentation	
	The SENCo/ALNCo is provided with: • appropriate training and support • sufficient time to manage the access arrangements process within the centre The SENCo (or an equivalent member of staff such as ALNCo) understands the JCQ document *Access Arrangements and Reasonable Adjustments*	
	Any member(s) of the senior leadership team who is responsible for examination administration has familiarised themselves with the relevant awarding body and JCQ documentation to ensure: • the exams officer and the SENCo are supported • effective centre decision making in line with the published regulations	
	Teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations	
5.3d-f: External and internal governance arrangements	A written escalation process is in place which addresses the absence of the head of centre, or a member of the senior leadership team with oversight of examination administration, at key times during the exam cycle/process	
	A member of the senior leadership team is in place who: • has a good working knowledge of the examination system • provides effective line management support and supervision of the examinations officer • ensures that the integrity and security of examinations and assessments is maintained throughout an examination series	
5.3g-h: Delivery of qualifications	Qualifications are delivered as required by the awarding body in accordance with relevant equality legislation ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates where required	
	Candidates receive sufficient and up to date practical experience or relevant training, where required, by the subject concerned	

JCQ REF.	ACTION	✔
5.3i: Public liability	Local health and safety rules have been met and adequate public liability claims cover is in place	
5.3j: Conflicts of interest	Conflicts of interest have been managed and internal records maintained in line with JCQ regulations	
5.3k-l: Controlled assessments, coursework and non-examination assessments	Arrangements are in place to: • co-ordinate and standardise all marking of centre-assessed components • ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions • submit all information/forms as required by awarding bodies in accordance with their instructions and by the required date	
5.3m-p: Security of assessments materials	All reasonable steps have been taken to maintain the integrity of examinations/assessments, including: • ensuring the security of all assessment materials • ensuring that assessment materials are only shared with appropriate centre staff and candidates and not shared outside of the centre • reporting any potential/actual breaches of exam/assessment materials immediately to the relevant awarding body/bodies • making arrangements to access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with JCQ regulations Examination materials and question papers have been received, checked, and stored safely and securely at all times and for as long as required by JCQ regulations Examination material has been received from the awarding bodies and issued to staff and candidates. Staff and candidates have been notified of any advice and instructions relevant to the exam/assessment Candidates have been provided with access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies	
5.3x-y: Centre inspections	Full co-operation has been given to the JCQ Centre Inspection Service, an awarding body or a regulatory authority when the centre is subject to an inspection, an investigation or an unannounced visit allowing all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection	
5.3z: Policies available for inspection	Relevant exam-related policies are in place and available for inspection. This includes exam policies to promote good practice or to address centre specific issues	
5.4, 5.5: Access arrangements and reasonable adjustments	A SENCo, or an equivalent member of staff, who will coordinate the access arrangements process, is in place to determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury The SENCo ensures that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs The centre recognises and delivers its' duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010 All processes relating to the assessment of students, collating and submitting of evidence relating to access arrangements, and retaining information for inspection purposes, are in line with JCQ requirements A written process is in place to check the qualification(s) of the assessor(s) and that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*	

JCQ REF.	ACTION	✔
	Applications for access arrangements, reasonable adjustments or modified papers have been submitted by the published deadline	
	The SENCo holds on file appropriate documentary evidence (which is also open to inspection) for each online application to substantiate such an access arrangement/reasonable adjustment	
	Appropriate resources are in place to meet candidates' needs, e.g. sufficient readers and scribes	
5.6: Entries	Registrations, examination entries and certification claims have been submitted by the deadline(s) and in line with specification requirements which need to be met at the point of certification and awarding body/JCQ regulations	
5.7: Centre-assessed work	Candidates have taken non-examination assessments in line with ethical standards and the centre's safeguarding responsibilities	
	Centre-assessed marks and moderation samples, if required by the awarding body, have been submitted by the published date	
	The centre has in place a written internal appeals procedure relating to internal assessment decisions and a written policy regarding the management of non-examination assessments, including controlled assessments and coursework. Both are available for inspection purposes	
	The centre's assessment criteria is in line with awarding body and JCQ regulations	
	Students have been informed of their centre assessed mark(s) and allowed to request a review of the centre's marking before marks are submitted to the awarding body	
	Candidates' work is backed-up, and for contingency purposes, be backed-up on two separate devices, including one off-site back-up	
	Appropriate security arrangements have been implemented which protect candidates' work in the event of IT system corruption and cyber-attacks	
5.8: Candidate information	Candidates have been made aware of the relevant JCQ and awarding body regulations, including the contents of the JCQ *Unauthorised items and Warning to candidates* posters, and that in relation to examinations, these posters are displayed in a prominent place for all candidates to see prior to entering the examination room	
	JCQ *Information for candidates* documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices have been distributed to all candidates in their first language prior to assessments and/or examinations taking place. This has been followed up with a briefing session or a special assembly led by a senior member of staff	
	The attention of candidates and their parents/carers has been drawn to the centre's written complaints policy and internal appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification and the internal appeals procedures	
5.9: Conducting examinations and assessments	When conducting examinations/assessments, the following has been ensured: • suitable accommodation/facilities and fully trained and competent staff (e.g. invigilators, facilitators of access arrangements for all examinations and assessments) • that the work submitted by candidates meets JCQ/awarding body regulations • a written procedure(s) is in place to verify the identity of all candidates • that all examinations/assessments are conducted in accordance with the relevant JCQ publications (if applicable) • the JCQ Centre Inspection Service has been informed of the use of any alternative site via the JCQ Alternative Site form	

JCQ REF.	ACTION	✔
	• records of all cases where overnight supervision is required have been kept for inspection purposes • declarations for very late arrival of candidates for examinations have been submitted in line with JCQ regulations • where the candidates' circumstances meet the published criteria applications for special consideration have been submitted in line with JCQ regulations	
5.11: Malpractice	All reasonable steps have been taken to prevent the occurrence of any malpractice/ maladministration) before, during and after assessments have taken place If/when any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, takes place the relevant awarding body will be informed immediately by completing the appropriate documentation In such instances, the centre will gather evidence of any instances of alleged or suspected malpractice/maladministration in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures*	
5.12: Results	Results have been kept entirely confidential and restricted to the head of centre, examinations office staff and, at the discretion of the head of centre, key members of teaching staff within the centre, the consortium or Multi Academy Trust, until the official dates and times of release of results to candidates Any potential, or actual, breach of results will be reported immediately to the awarding body/bodies When required, reference is made to the JCQ publication *Notice to Centres – release of results* Provisional results and provisional statements of results are not withheld from candidates and distributed without delay and regardless of any disputes (such as non-payment of fees)	
5.13: Post-results services and appeals	A written procedure(s) is in place for dealing with candidate requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. This is widely available and accessible to all candidates Candidates have been made aware of the arrangements for post-results services prior to the issue of results which includes senior members of centre staff being available immediately after the publication of results Private candidates (if accepted) have been made aware that all post-results service requests can be made directly through the relevant awarding body Candidates have provided their written consent for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results Electronic requests for clerical re-checks, reviews of marking, reviews of moderation and access to scripts have been submitted by the published deadline(s) and in accordance with the JCQ publication *Post-results services* Requests for appeals have been submitted in accordance with the JCQ publication *A guide to the awarding bodies' appeals processes* The outcomes of any enquiries about results are made known to candidates as soon as possible A written internal appeals procedure is in place to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal. This is drawn to the attention of candidates and their parents/carers (it is available on the centre's website and/or to candidates upon request) and is available for inspection purposes.	

JCQ REF.	ACTION	✔
	(if applicable) All late subject awards for unitised GCE AS and A-level qualifications are made by the published deadline	
5.14: Certificates	Certificates are dispatched correctly and securely	
	Certificates are distributed to all candidates without delay and regardless of any disputes (such as non-payment of fees)	
	A record is maintained of the certificates that are issued to candidates	
	All unclaimed certificates are retained securely for a minimum of 12 months from the date of issue	
	Any unclaimed certificates are destroyed in a confidential manner after they have been retained for a minimum of 12 months	
	A record of certificates that have been destroyed is retained for a minimum of four years from their date of destruction	
	Candidates have been informed that some awarding bodies do not offer a replacement certificate service and that in such circumstances will issue a Certifying Statement of Results	
	Upon request, certificates are returned to the awarding body/bodies	
	The centre recognises that certificates always remain the property of the awarding bodies	
6.1, 6.2, 6.3: Personal data	The centre has complied with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018	
	Any individual involved in administering, teaching or completing examinations/assessments where malpractice is suspected, or alleged, has been informed that their personal data will be provided to the relevant awarding body/bodies	
6.13, 6.15: Copyright	All appropriate copyright regulations have been followed, including not releasing question papers to centre staff until after the awarding body's published finishing time for the examination or, in the case of a timetable variation, until all candidates within the centre have completed the examination	
	Candidates have been informed that they may access Student Materials (including examination scripts) through the access to scripts arrangements as set out in paragraph 5.13 of the *General Regulations for Approved Centres*	

NOTES

SECTION 4: MANAGING AN EXAM SERIES

The head of centre and senior leaders have overall responsibility for examinations/assessments taken within their centre.

An exam series should be delivered via a management and administration process known as the 'exam cycle' which has five stages:

- Planning
- Entries
- Pre-exams (Exam preparation)
- Exam time
- Results and Post-Results

In this section, senior leaders must ensure the tasks listed under stage of the exam cycle have been completed by the relevant member(s) of centre staff for each exam series.

PLANNING ✔

The tasks which need to be undertaken by a senior leader are detailed in *Section 1: Senior leader – role and responsibilities*.

TEACHING STAFF

Are heads of departments/teaching staff aware of the entry information which must be forwarded to the exams officer, and the internal deadline for the submission of this information?

Are heads of departments/teaching staff aware of the process and actions which will be taken if the internal deadline for submitting entry information is not met?

Have newly appointed teaching staff been made aware of centre related exam processes and exam regulations which impact upon their role?

EXAMS OFFICER

In preparation for the new academic year, has the following taken place:
- A review of exam series from the previous academic year (see report from *Exam Review Tool – available Summer 2025*)
- A review of any JCQ inspection reports
- Exam-related information has been handled/retained/disposed of in line with the centre's records management policy

Is your exams officer given sufficient time to perform their role and familiarise themself with relevant awarding body and JCQ documentation?

Is support in place for your exams officer during their busiest periods/peaks in exam-related activity?

Will your exams officer be involved in the management/administration/conducting of internal examinations/tests (e.g. mock exams (PPE), end of year exams, CATs, Yellis, ALIS, etc.)?

Is there a process in place for your exams officer to record/report/escalate any issues that may impact upon exam planning?

Does the centre's secure room and secure storage facility meet JCQ requirements?

Has the process for the receipt, secure movement, checking and secure storage of confidential exam materials been confirmed in line with JCQ requirements?

Has your exams officer been involved in the production of the following exams-related policies?
- Examination contingency plan
- Malpractice policy
- Use of word processors
- Emergency evacuation of the examination room

- Procedures to verify the identity of all candidates at the time of the examination or assessment
- Procedures for how the centre will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies

Has your exams officer confirmed relevant JCQ/awarding body key dates and set internal deadlines relevant to exams and assessment taken in your centre and shared these with relevant staff members?

ACCESS ARRANGEMENTS

Have the roles and responsibilities of your special educational needs co-ordinator and exams officer in relation to the management and administration of access arrangements been confirmed?

INVIGILATORS

Are there a sufficient number of invigilators for the forthcoming exam series, or will additional invigilators need to be recruited?

Has your exams officer confirmed that all invigilators (new and/or existing) have/will be trained in line with JCQ regulations as set out in Section 12 of the Instructions for conducting examinations publication?

Are contingency arrangements in place if a sufficient number of invigilators are not recruited/available for the forthcoming exams series?

NOTES

ENTRIES ✔

EXAMS OFFICER

If utilised for submitting entries, is your exams officer familiar with your centre's Management Information System (MIS)? If not, will they require any training?

If applicable based upon your centre's method of entry, is your exams officer aware of their role in handling basedata?

Does your exams officer understand the different qualification entry types – e.g. linear, unitised and registration/qualification entry?

Is your exams officer aware of the awarding body entry key dates and deadlines to enable them to collect entry information from subject staff in good time to meet entry deadlines?

Is your exams officer aware of the deadlines for entry withdrawals and amendments?

Is your exams officer aware of how to create/acquire:
- Candidate numbers
- Unique Candidate Identifiers (UCI)
- Unique Learner Numbers (ULN), if applicable?

Following the submission of entries, is your exams officer aware of how to undertake entry checks and how to deal with awarding body confirmation/feedback reports?

If any candidate on your centre roll is educated elsewhere, has your exams officer confirmed where the candidate will sit exams and which centre will make the candidate's entries?

If your centre accepts private candidates, is there a process in place for dealing with these candidates in line with JCQ regulations?

If applicable, is your exams officer aware of how and when to request transferred candidate arrangements?

If applicable, is your exams officer aware of how to submit centre consortium arrangements for centre assessed work to the relevant deadline?

If applicable, is your exams officer aware of how to instigate alternative site arrangements to timescale?

If involved/applicable, is your exams officer aware of how to apply for approval for access arrangements to the relevant deadline?

If involved/applicable, is your exams officer aware of how to order modified papers to the relevant deadline?

NOTES

PRE-EXAMS (EXAM PREPARATION)

✔

EXAMS OFFICER

Is a process in place to demonstrate the receipt, secure movement, checking and secure storage of confidential exam materials?

Has your exams officer confirmed that upon the receipt of question papers, sealed question paper packets will be removed from the dispatch packaging and checked carefully in the secure room no later than the next working day, and a log of check kept?

Is your exams officer aware of what can/cannot be stored in the secure room and secure storage facility?

Is your exams officer aware of how to create and prepare centre and individual candidate exam timetables?

Is your exams officer aware of how to create a seating plan, and what needs to be included on a seating plan?

Is a process in place to check exam timetable clashes and resolve these in line with JCQ regulations?

Does your exams officer have access to a sufficient number of rooms for each exam session/day, including any additional rooms required for access arrangements candidates?

If applicable, is your exams officer aware of how to deal with/apply overnight supervision arrangements?

If applicable, has your exams officer provided transferred candidates – either in or out of your centre – with the required information, and any host centre specific information they may need to be made aware of?

If applicable, have private candidates been provided with the required information including any centre specific information and instructions?

If applicable, is your exams officer aware of their role in administering internal assessment (e.g. NEAs, etc)

Is there a process/plan in place to minimise/manage noise outside exam rooms, and are the rooms selected appropriate for the type of assessment taking place? Has the exams officer conducted a pre-exam check of each room to assess any risks?

Is your exams officer aware of the actions to take in the event of disruption during the exam period?

If internal (mock) examinations (including those to be used as evidence for resilience arrangements) are to be conducted under exam-like/formal examination conditions, are arrangements in place to mirror JCQ requirements?

Has your exams officer informed site staff of when exams are taking place and confirmed the relevant arrangements?

Is your exams officer aware of how to set up each exam room in line with JCQ regulations. Will they be utilising their invigilators in setting up exam rooms?

TEACHING STAFF

Are teaching staff prepared to deal with candidate questions relating to the exam information which has been provided to them (e.g. exam timetable)?

In subjects where this is applicable, are teaching staff aware of the regulations relating to the conducting of coursework/non-examination assessments?

In subjects where this is applicable, are teaching staff aware that they must inform candidates of when any non-timetabled assessments will take place?

In subjects where this is applicable, are teaching staff aware that they must inform candidates of their centre-assessed marks for internally assessed work in sufficient time for candidates to consider whether to request a review of the centre's marking prior to the submission of marks to the awarding body for moderation?

Are teaching staff aware of the content of the *Notice to centres: The people present in the examination room (Instructions for conducting examinations, Appendix 8)* and who is/is not authorised to be present in the exam room and why?

Have teaching staff been instructed to remind students during class/teaching time of JCQ regulations relating to their examinations (e.g. malpractice and its consequences (including AI use in assessments), equipment, additional/ support materials, etc.) and any subject specific information?

If applicable, have teaching staff provided the exams officer with the relevant information for candidates engaged in vocational and technical qualifications?

CANDIDATES

Have candidates been informed of the following information, and where they can access this information:

- Internal appeals procedure (which covers internal assessment decisions; post-results services and appeals; centre decisions relating to access arrangements and special consideration)
- Complaints policy and internal appeals procedure (covering general complaints regarding the centre's delivery or administration of a qualification)
- *JCQ Information for candidates documents*
- *Unauthorised items* poster
- Warning to Candidates poster
- The availability of senior members of centre staff immediately after the publication of results
- Procedures for dealing with requests for post-results services

Has a briefing session/special assembly led by a senior member of staff been held to reinforce what candidates must and must not do when sitting written examinations and/or on-screen tests, and when producing coursework and/or non-examination assessments?

Have candidates been informed of the resources which may be allowed in the exam room (e.g. calculators) and those unauthorised items that must not be in their possession (e.g. mobile phones, watches, etc.)

Have candidates been informed of. your centre's policy on food and drink in the exam room?

Have candidates been informed of the process/actions they must take if they are absent from or late for their examination?

INVIGILATORS

Has your exams officer confirmed that:

- Any new invigilators have been appropriately trained in line with JCQ regulations as set out in the *Instructions for conducting examinations publication*?
- Existing invigilators have received an update on any regulation changes for the current academic year which impact upon the invigilator role?
- All invigilators have received instructions on centre-specific invigilation arrangements (e.g. identifying candidates, the emergency evacuation procedure, the evacuation meeting point in the event of an emergency, etc.)?
- As part of their preparation and training, all invigilators have been issued with the *Checklist for Invigilators (for written examinations)* which summarises the most essential actions for invigilating written examinations?

Has your exams officer confirmed that all invigilation arrangements are in place, that they understand who can invigilate, and that the candidate/invigilator ratio will be in line with JCQ regulations in each exam room?

Has your exams officer informed the invigilators of the JCQ regulations relating to question papers, stationery, materials and other equipment in the exam room?

Has your exams officer informed invigilators of the documented process for checking the identity of all candidates sitting examinations (including any private, external or transferred candidates who are not known to the centre)?

Has your exams officer confirmed that invigilators are aware of the centre's announcement and instructions that must always be given to candidates at the beginning of timetabled written examinations? Are they aware of how this will be delivered (e.g. recorded announcement or verbal announcement), or who will be delivering this announcement (e.g. senior leader, exams officer or invigilator)?
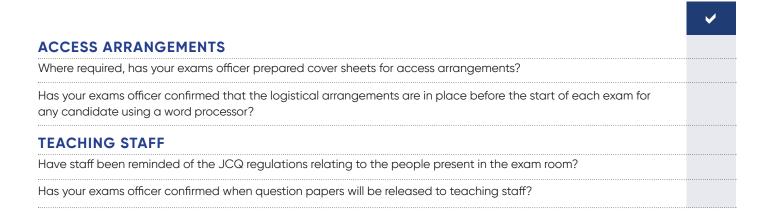
Has your exams officers informed invigilators that candidates must not:

- talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. If they do, this must be reported to the relevant awarding body

- open the question paper until the examination begins. If they do, this must be reported to the relevant awarding body.

ACCESS ARRANGEMENTS

Has your SENCo and exams officer confirmed that the testing of invigilators and those due to facilitate an access arrangement has rigorously addressed their competence and understanding of JCQ regulations relating to the conducting of examinations and facilitation of an access arrangement?

Is your exams officer/SENCo aware that a candidate's own subject teacher, Learning Support Assistant or teaching assistant must not normally be used to facilitate an access arrangement?

Has your exams officer/SENCo confirmed that those facilitating access arrangements are appropriately trained in line with JCQ regulations, including as an invigilator if they are facilitating an access arrangement on a one-to-one basis?

NOTES

EXAM TIME

✓

EXAMS OFFICER

Is your exams officer aware that during the exam period they should, on a daily basis, be checking for any erratum notices or any urgent alerts/communication from awarding bodies that highlight issues or key information?

Has your exams officer confirmed the materials/resources which will be available to candidates in the exam room, and what candidates are expected to provide?

Is your exams officer aware of the JCQ regulations relating to the opening of sealed question paper packets on the day and session of an examination, including a process to record the required check made by a member of staff additional to the person removing question paper packets from secure storage immediately before a question paper packet is opened?

Is your exams officer aware that if it is subsequently identified following the 'second pair of eyes check' that the wrong question paper packet has been opened, that it must be resealed, and the incident must be reported immediately to the relevant awarding body's Malpractice Investigation Team?

Is your exams officer aware of the regulations relating to the opening of question paper packets 60 or 90 minutes prior to the published starting time?

Is your exams officer aware of how to store and amend attendance registers?

Has your exams officer confirmed the procedure for identifying candidates entering the examination room/taking examinations?

Has your exams officer confirmed that there will be an incident log in every exam room to record any issues or irregularities that may happen in the exam room?

Is your exams officer aware of how to store, pack and dispatch candidates' scripts in line with JCQ regulations? Has your exams officer made themselves familiar with requirements of the yellow label service (England only) when dispatching candidates' scripts?

Is your exams officer aware of their role and the process for dealing with applications for special consideration where a candidate may be eligible?

Is your exams officer aware that for exams taking place on the Friday before May half term, scripts from the morning and afternoon sessions that cannot be dispatched that afternoon must be retained in the secure storage facility and be dispatched as early as possible the following week (usually this is on the Tuesday immediately after the Spring Bank Holiday)?

INVIGILATORS

Has your exams officers informed invigilators of when to complete the (an) attendance register(s) in the exam room?

If applicable, has the role of, and the individual acting as, the roving invigilator been confirmed by your exams officer?

Has your exams officer ensured that the invigilators are aware of how to:

- start and finish an examination in line with JCQ regulations?
- supervise candidates throughout an examination?
- record incidents or emerging situations on the exam room incident log?

Is your exams officer and invigilators prepared to deal with:

- a candidate who arrives late, or is absent from an exam?
- situations that may emerge due to candidate indisposition or incapacity during an exam/exam time?
- a candidate who is suspected of malpractice during an exam/exam time in line with JCQ regulations?
- any emergencies which may occur during an exam/exam time in line with JCQ regulations?
- a candidate who leaves the exam room early/may need to leave the exam room temporarily?

Is your exams officer and invigilators aware of how to:

- collect scripts at the end of the exam in line with JCQ regulations?
- handle/store unused exam stationery in line with JCQ regulations?

ACCESS ARRANGEMENTS

Where required, has your exams officer prepared cover sheets for access arrangements?

Has your exams officer confirmed that the logistical arrangements are in place before the start of each exam for any candidate using a word processor?

TEACHING STAFF

Have staff been reminded of the JCQ regulations relating to the people present in the exam room?

Has your exams officer confirmed when question papers will be released to teaching staff?

NOTES

RESULTS AND POST-RESULTS ✔

EXAMS OFFICER - PROCESSES

Has your exams officer been supported in ensuring that the following information/processes are in place:

- Management and administration of the results and post-results process?
- Fees and charges for post-results services determining who pays for a particular service?
- Information on the post-results services available to candidates?
- The process to collect requests, consent/permission and payment information (where applicable) highlighting internal deadlines?

EXAMS OFFICER TASKS

Has your exams officer confirmed how and when information relating to results and post-results services will be disseminated to candidates?

Has your exams officer confirmed relevant key dates for results and post-results services for the qualifications taken in your centre?

Has your exams officer confirmed with teaching staff that a process is in place for safely and securely storing candidates' work, whether retained in the centre or returned to the centre after moderation?

Has your exams officer confirmed how results information will be accessed?

Is your exams officer fully prepared to access results information on restricted release day?

Is your exams officer aware of how to prepare statements of results for issue to candidates?

Has your exams officer confirmed a process to deal with any enquiries about re-sits or retakes of the qualifications for which results have been issued?

Does your exams officer have an understanding of the post-results services which will help them to prepare to deal with enquiries/requests from candidates?

Has your exams officer confirmed a process for the distribution of certificates and the retention/destruction of unclaimed certificates?

TEACHING STAFF

Have teaching staff roles and responsibilities been confirmed in each subject area relating to results day(s) and the post-results period?

Are relevant staff members aware of how to understand and interpret exam results?

Have roles for members of staff been confirmed in relation to discussing results with candidates and making decisions on any post-results services, and for providing advice, guidance and support to candidates regarding progression routes?

NOTES

SECTION 5: LINE MANAGER/EXAMS OFFICER MEETINGS

AUTUMN TERM

MEETING DATE	ATTENDEES	NOTES/AREAS COVERED/ACTIONS

SPRING TERM

MEETING DATE	ATTENDEES	NOTES/AREAS COVERED/ACTIONS

MEETING DATE	ATTENDEES	NOTES/AREAS COVERED/ACTIONS