

Assessment and Examinations Policy

POLICY STATEMENT

The Assessment and Examinations Policy is set out Organise Happy's commitment to fair assessment of students' work and to set out the guiding principles for the delivery of quality assessment processes. It is the responsibility of everyone involved in the Centre's assessment and examinations processes to read and adhere to this policy and to work in accordance with the associated procedures.

PURPOSE & SCOPE

- Ensure the planning, management and delivery of examinations is conducted efficiently and in the best interest of candidates
- Define reasonable adjustment and special consideration in relation to assessment and examinations procedures (section 6 of this document).
- Outline the Centre's approach to malpractice in examinations and assessments (section 7 of this document).

This policy is complemented by the following documents:

- Access arrangements for examinations procedure.

The aim of assessment is to:

- Ensure students are aware of their individual progress and that they develop their knowledge, skills and understanding in relation to the course that they are undertaking.
- Provide evaluative assessment and feedback to students.
- Inform staff of their own effectiveness in teaching and learning.
- Provide a mechanism for monitoring the quality of qualification /course provision.
- To meet the requirements of the awarding organisations

In order to achieve these aims, the following principles for assessment will be applied:

- Students must be recruited with integrity to ensure that they have the correct level of advice and guidance prior to commencing their course and that they are therefore able to attain a qualification that meets their needs and abilities.

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- Evidence requirements for assessment outcomes should be offered in such a way that all students have an equal opportunity to achieve .
- Assessment of students' work is based on either awarding body and /or the Centre's criteria .
- All provision must have a planned assessment strategy and process which includes timing, number and form of assessments and deadline dates . .
- Internal verification must be undertaken on all assessments according to awarding body requirements .
- Assessment outcomes will be not be disclosed to any unauthorised individuals .
- Assessment monitoring should form part of the qualification /course quality improvement cycle .
- Where necessary, reasonable adjustment or special considerations will be applied for students who need them . Any reasonable adjustments must be agreed and documented in accordance with the relevant awarding body's criteria prior to the assessment taking place . Awarding bodies have different criteria and it is therefore advisable to check the relevant awarding body's requirements .

Examination Processes and Procedures

Examination responsibilities:

Board of Directors

- Overall responsibility for the Centre Examinations
- As Head of Centre is responsible for reporting all suspicions or actual incidents of academic malpractice

Centre Services Manager

- Manage the administration of examinations and analysis of examination results
- Advise the Managing Director, teaching staff and other relevant support staff on annual examination timetables .
- Oversee the production and distribution to staff and candidates of an annual calendar for all examinations in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events .
- Audit the certificates received from the awarding bodies to ensure accuracy and completeness .
- Request and store securely all examination papers and completed scripts

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- Administers access arrangements and makes applications for special consideration using the JCQ document *Access arrangements and special considerations regulations and guidance relating to candidates who are eligible for adjustments in examinations*
- Identifies and manages examination timetable clashes.
- Organises the recruitment, training and monitoring of a team of examination Invigilators responsible for the conduct of examinations.
- Submits candidates' coursework marks, tracks despatch and stores returned coursework 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 manages any appeals /re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations. These duties may be delegated to the Centre Services Manager's Administration Team.

Tutors / Teaching Staff

- Accurate completion of coursework mark sheets and declaration sheets.
- Accurate completion of entry sheets and adherence to deadlines.
- Changes of course /entry /levels.
- Additions or removals from candidate lists.
- Ensuring that all coursework is marked and /or despatched at the correct time.
- Advises and request appeals and re-marks for their respective subject

Invigilators

- Collection of examination papers and other material from the Centre Services Manager before the start of the examination.
- Run the examinations according to the JCQ guidelines or the respective awarding organisations guidelines.
- Collection of all examination papers in the correct order at the end of the examination and their return to the examinations office.

All actions should be completed by the appropriate deadline depending on the awarding body.

The Centre Services Manager is expected to check the registrations via the awarding body on-line portal and to advise the Managing Director if any updates /changes are required.

If appropriate the Centre Services Manager will inform the candidates of their registration status.

Entries, entry details, late entries and retakes

Entries

The centre does not accept entries from external candidates who are not registered to attend a course

The Centre can act as an examination centre for other organisations subject to receiving prior approval from the awarding organisation.

Late entries

Late entries are authorised by the Centre Services Manager

The deadlines for late entries are circulated via email and the Centre Services Manager will accept entry amendments and withdrawals up to the dates set by the awarding bodies.

2.5 Examination fees

Normal registration and examination fees are paid by the candidates when they or an employer has paid tuition fees, including re-take fees.

Examination arrangements for candidates with disabilities

Access arrangements

Please see the access arrangements for assessments policy

Invigilators and Examination Days

Managing Invigilators

Invigilators will be used for all examinations.

The recruitment of invigilators is the responsibility of the Centre Services Manager

Training for invigilators is provided by the Centre Services Manager annually to advise on the JCQ guidelines.

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Securing the necessary Disclosure and Barring Service (DBS) clearance for new Invigilators is the responsibility of the Managing Director

DBS fees for securing such clearance are paid by the Centre
Invigilators are timetabled and briefed by the Centre Services Manager
Invigilators' rates of pay are set by the Board of Directors

Examination days

The Centre Services Manager will book all examination rooms.

The Centre Services Manager provides an examination pack comprising of; the question papers, other examination stationery and materials available for the invigilator.

The Centre Services Manager and the Tutors are responsible for ensuring the set-up of the allocated rooms at their respective locations. The Centre Services Manager will give sufficient notice of any special requirements for rooms.

The invigilator will start all examinations in accordance with [JCQ guidelines](#).

Subject staff may be present prior to the start of the examination to assist with identification of candidates but must not advise on which questions are to be attempted. They must leave when instructed to by the invigilator.

In practical examinations subject staff may be on hand in case of any technical difficulties.

Examination papers must not be read by subject staff or removed from the examination room before the end of a session. Papers will be distributed to the Centre Service Manager at the end of the examination session.

Candidates, clash candidates and special consideration

Candidates

The following points must be adhered to by candidate during exam condition in line with JCQ rules and regulations:

[JCQ rules](#) on candidates' use of mobile phones and all electronic devices apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

Disruptive candidates are dealt with in accordance with [JCQ guidelines](#).

For examinations longer than one hour, candidates will not be allowed to leave the examination room until at least one hour after the published starting time and not within the last half hour of the examination. They will not be allowed to return.

Special consideration

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Should a candidate be unable to sit an examination due to exceptional circumstances, it is the candidate's responsibility to alert the Centre Services Manager to that effect.

The candidate must support any special consideration claim with appropriate evidence within five days of the examination.

Should the candidate fall ill during the exam the invigilator will complete a report for consideration by the Centre Services Manager.

The Centre Services Manager will then forward a completed special consideration form to the relevant awarding body within 10 days of the examination.

Results, enquiries about results (EARs) and access to scripts (ATS)

Results

All individual candidate results received during the year will be available for collection from the Centre Services Manager

Certificates

All candidates are required to produce some form of identification before a certificate is released.

Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so.

Certificates are recorded as being received and distributed to the candidate so allowing for an audit of the process to ensure the accuracy and completeness of the achievement.

The Centre only retains certificates for a year following the date of certification. After this time, any certificates will be destroyed.

Reasonable Adjustment and Special Considerations

Organise Happy complies with the requirements of the Equality Act 2010 and in so doing seeks to treat all students as individuals and works to identify and remove barriers to opportunity and ensure fairness; part of this commitment is to ensure that reasonable adjustments and special considerations are applied to the assessment and examinations process.

Further details about the Centre's commitment to supporting students are available in the Equality and Diversity policy and the Access Arrangements for Assessments Policy.

Malpractice

Malpractice in the context of examinations and assessment is any action which is taken by a member of staff, invigilator or a student to undermine the validity and integrity of an assessment /examination result.

Malpractice', which includes maladministration and non-compliance, is essentially any activity or practice, which deliberately contravenes regulations and compromises the integrity of the internal or external

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assessment process and /or the validity of certificates . It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise

Examples of maladministration

- Persistent failure to adhere to our learner registration and certification procedures.
- Persistent failure to adhere to our centre recognition and /or qualification requirements and /or associated actions assigned to the centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and /or communications from AoL
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e .g. certification claims and /or forgery of evidence
- Withholding of information, by deliberate act or omission, from us which is required to assure Active

Examples of **staff malpractice** include :

Breach of security – breaking the confidentiality of question papers or materials, and their electronic equivalents, or the confidentiality of candidates ‘scripts or their electronic equivalents . For example :

- failing to keep examination material secure prior to an examination;
- discussing or otherwise revealing secure information in public, e .g. internet forums;
- moving the time or date of a fixed examination beyond the arrangements permitted by the published regulations of the JCQ;
- failing to supervise adequately candidates who have been affected by a timetable variation;
- permitting, facilitating or obtaining unauthorised access to examination material prior to an examination;
- failing to retain and secure examination papers after an exam in cases where the life of the paper extends beyond the particular session . For example, where an examination is to be sat in a later session by one or more candidates due to a timetable variation;
- tampering with candidate scripts or controlled assessments or coursework after collection and before despatch to the awarding body /examiner /moderator;
- failing to keep student computer files which contain controlled assessments or coursework secure .

Deception – any act of dishonesty in relation to any examination or assessment, but not limited to:

- inventing or changing marks for internally assessed components (e .g. coursework) where there is no actual evidence of the candidates’ achievement to justify the marks being given;

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- manufacturing evidence of competence against national standards;
- fabricating assessment and /or internal verification records or authentication statements;
- entering fictitious candidates for examinations or assessments, or otherwise subverting the assessment or certification process with the intention of financial gain (fraud).

Improper assistance to candidates – giving assistance beyond that permitted by the specification to a candidate or group of candidates, which results in a potential or actual advantage in an examination or assessment. For example:

- assisting candidates in the production of controlled assessments or coursework, or evidence of achievement, beyond that permitted by the regulations;
- sharing or lending candidates' controlled assessments or coursework with other candidates in a way which allows malpractice to take place;
- assisting or prompting candidates with the production of answers;
- permitting candidates in an examination to access prohibited materials (dictionaries, calculators etc.);
- prompting candidates in Language Speaking Examinations by means of signs, or verbal or written prompts;
- assisting candidates granted the use of an oral language modifier, a practical assistant, a prompter, a reader, a scribe or a Sign Language Interpreter beyond that permitted by the regulations.

Candidate malpractice may include:

- the alteration or falsification of any results document, including certificates;
- a breach of the instructions or advice of an invigilator, supervisor, or the awarding body in relation to the examination or assessment rules and regulations;
- failing to abide by the conditions of supervision designed to maintain the security of the examinations or assessments;
- collusion: working collaboratively with other candidates, beyond what is permitted;
- copying from another candidate (including the use of ICT to aid the copying);
- allowing work to be copied e.g. posting written coursework on social networking sites prior to an examination /assessment;
- the deliberate destruction of another candidate's work;

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- disruptive behaviour in the examination room or during an assessment session (including the use of offensive language);
- exchanging, obtaining, receiving, passing on information (or the attempt to) which could be examination related by means of talking, electronic, written or non-verbal communication;
- making a false declaration of authenticity in relation to the authorship of controlled assessments, coursework or the contents of a portfolio;
- allowing others to assist in the production of controlled assessments, coursework or assisting others in the production of controlled assessments or coursework;
- the misuse, or the attempted misuse, of examination and assessment materials and resources (e.g. exemplar materials);
- being in possession of confidential material in advance of the examination;
- bringing into the examination room notes in the wrong format (where notes are permitted in examinations) or inappropriately annotated texts (in open book examinations);
- the inclusion of inappropriate, offensive or obscene material in scripts, controlled assessments, coursework or portfolios;
- impersonation: pretending to be someone else, arranging for another person to take one's place in an examination or an assessment;
- plagiarism: unacknowledged copying from published sources or incomplete referencing; theft of another candidate's work;
- bringing into the examination room or assessment situation unauthorised material, for example: notes, study guides and personal organisers, own blank paper, calculators, dictionaries (when prohibited), instruments which can capture a digital image, electronic dictionaries, reading pens, translators, wordlists, glossaries, iPods, mobile phones, MP3 players, pagers or other similar electronic devices;
- the unauthorised use of a memory stick where a candidate uses a word processor;
- behaving in a manner so as to undermine the integrity of the examination.

Where malpractice is suspected, a member of staff (or student) must bring it to the attention of the Invigilator, Tutor or Centre Services Manager as soon as possible by completing a [JCQ 'suspected malpractice' form](#).

Where a student is suspected of cheating in an examination, the Invigilator should observe the candidate's actions during the examination, complete a 'suspected malpractice' form and inform the Centre Services Manager as soon as reasonably practicable at the end of the examination.

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Organise Happy will ensure that all staff and students are aware of the definitions of malpractice and the serious implications and sanctions that can be imposed where malpractice is proven to have taken place.

Staff or students who submit 'suspected malpractice' reports which are subsequently found to have been created for malicious purposes will be subject to the relevant disciplinary procedure.

8. Conflict of Interest

If it is identified by an assessor / teacher that there is a known conflict of interest between student and staff member (friend, family, colleague, link) then it is compulsory to inform the Centre Services Manager immediately and follow any procedures / process dictated by the awarding body. This will ensure that all assessment is fair and unbiased and in-line with awarding body rules and regulations.

Related Policies

Internal Quality and Assurance (IQA Policy)

Conflict of Interest Policy

Access Arrangements for Assessments Policy