



Examinations and Controlled Assessment Policy 2020

Examinations and Controlled Assessments Policy

The scope of this policy is to inform all staff, senior management team and learners how examinations and controlled assessments are carried out at 'eVolve your future' ltd.

The policy will define the roles allocated to the staff and their responsibilities within their respective roles. The procedures for arranging, implementing, assessing, internally and externally verifying examinations or controlled assessments is set out in the following sections:

- The centre exams policy.
- Qualifications.
- Examination and controlled assessment entries.
- Entries, entry details and late entries.
- Exam fees.
- Equality legislation.
- Access arrangements.
- Private candidates.
- Managing invigilators.
- Malpractice.
- Examination and Controlled assessment procedures.
- Learners.
- Internal assessments and appeals.
- Results.
- Certificates.

The aim and purpose of this examination and controlled assessments policy is:

- To ensure the planning and management of examinations or controlled assessments is conducted efficiently and in the best interests of learners.
- To ensure the operation of an efficient examinations and controlled assessments system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved within the 'eVolve your future centre's exam processes to read, understand and implement this policy.

The examinations and controlled assessments policy will be reviewed every year. The exams policy will be reviewed by the Quality Improvement officer and Examinations Officer(s).

Where references are made to JCQ (Joint Council for Qualifications) regulations/guidelines, further details can be found at www.jcq.org.uk.

Examination responsibilities

The Head of Centre (Managing Director):

- Has overall responsibility for 'eVolve your future' as an exams centre and advises on appeals and re-marks.
- Is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document '*Suspected malpractice in examinations and assessments*'.

Exams officer(s):

- Manages the administration of internal examinations and controlled assessments.
- Advises the senior management team, subject and class tutors, and other relevant support staff on examination procedures as set by the various awarding bodies.
- Checks with teaching staff/ assessors that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines.
- Maintains systems and processes to support the timely entry of learners for their exams.
- Receives, checks and stores securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- Administers access arrangements and makes applications for special consideration following the regulations in the JCQ publication '*A guide to the special consideration process*', and Awarding Body guidelines.
- Organises the training and monitoring of examinations invigilators who are responsible for the conduct of examinations or controlled assessments.
- Ensures learners' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Tracks, dispatches, and stores returned coursework / controlled assessments.
- Arranges dissemination of examination or controlled assessment results and certificates to learners.

Tutors/ Assessors are responsible for:

- Supplying information on entries, coursework and controlled assessments as required by the examinations officer(s).

The Quality Assurance Co-ordinator is responsible for special educational needs and disability (SEND) arrangements:

- Identification and testing of learners' requirements for access arrangements and notifying the examinations officer in good time so that they are able to put in place exam day arrangements.
- Process any necessary applications for approval (if required).
- Working with the examinations officer(s) to provide the access arrangements required by learners in examinations rooms.

Invigilators are responsible for:

- Assisting the examinations officer(s) in the efficient running of exams according to JCQ regulations.
- Collection of examination or controlled assessment papers and other material from the examinations officer(s) before the start of the exam.
- Collection of all examination papers in the correct order at the end of the examination or controlled assessment and ensuring their return to the examinations officer(s).

Learners' are responsible for:

- Confirmation and signing of their own entry papers.
- Understanding coursework/controlled assessment regulations and signing a declaration that authenticates the coursework/paper as their own.
- Ensuring they conduct themselves in all exams according to the JCQ regulations.

Qualifications offered

The qualifications offered under examination at this centre are decided by the Head of Centre (Managing Director).

The types of qualifications offered are in the range of business, commerce and specific industry accreditations, hosted under 'eVolve your skills academy ltd.' 'EVolve your future' also offer qualification with examination to aid employability such as functional Skills from Entry Level to Level 2, IT and vocational qualifications through apprenticeship frameworks.

The subjects offered for these qualifications in any academic year may be found in 'eVolve your future's' prospectus or similar documents for that year. If there is to be a change of specification to subject standards, examination sets or national occupational standards (for QCF (Qualifications and Credits Framework)/vocational subjects), the examinations officer(s) must be informed by the quality assurance co-ordinator and subject tutor/ assessor as soon as possible.

Informing the examinations officer(s) of changes to a specification is the responsibility of the Quality Assurance Co-ordinator and tutors of specific subjects.

Decisions on whether a learner should be entered for a particular subject will be taken by subject tutors/ assessors, in consultation with the quality assurance co-ordinator.

Examination and controlled assessment entries

All internal examinations or controlled assessments are held under exam conditions as per JCQ guidelines.

The examinations offered by 'eVolve your Future' are a mixture of on-line examinations, paper-based examination papers and controlled assessments such as 'Speaking Listening and Communication' for Functional Skills.

'eVolve your Future' offers some assessments on an 'on-demand' basis (such as ECDL). If offered, on-demand assessments can be scheduled only in windows agreed between the subject tutors/ assessors and the Quality Assurance Co-ordinator.

The on-line examinations are only accessible by tutors/ assessors with a secure log-in and password for each learner accessing the examination on-line.

Entries, entry details and late entries

Learners' can request a subject entry, change of level or withdrawal through conversation with tutors/ assessors in advance of exam preparation to plan 'best time to assess' for a learner.

'eVolve your future' accepts entries from private candidates for various business and commerce subjects hosted through 'eVolve your skills academy'.

Subject tutors/assessors will provide estimated entry information to the examinations officer(s) to meet JCQ and awarding body timeframes.

Functional skills re-sits are allowed and new set(s) must be requested from the Examinations officer(s) via the usual procedures.

Re-sit decisions will be made by the subject tutor/assessor/facilitator in consultation with quality assurance co-ordinator.

Exam fees

Private candidates accessing qualifications through 'eVolve your skills academy ltd.', will pay for their relevant examination fees in advance, according to the particular awarding body fees applicable. They may also be subject to registration and re-sit fees as applicable.

Learners of employability skills, apprenticeship programmes, vocational programmes or similar, 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 the time allowed by the awarding bodies.

Functional skills entry exam fees are paid by 'eVolve your future'.

Amendment fees are paid by 'eVolve your future'.

Resit Exams

For any course that a student is enrolled onto under government funding, their first examination is free of charge.

If a student is required to take any resit exams these will cost an additional fee as per the relevant awarding body examination fees. The student will need to pay for their resit exams in advance of the resit exam being rebooked.

Examination resit fees are non-refundable.

Equality Legislation

All 'eVolve your future' staff involved in examinations and controlled assessments must ensure that they meet the requirements of any equality legislation, namely 'The Equality Act, 2010'.

'eVolve your future' will comply with the legislation, including making reasonable adjustments to the service that they provide to learners in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Quality Assurance Co-ordinator and Examinations Officer(s).

Access arrangements

The Quality Assurance Officer will liaise with subject tutors/ assessors on learners with special educational needs and any special arrangements that individual learners will need during the course and in any controlled assessments or examinations.

A learner's access arrangements requirement are determined by the subject tutor/ assessor in liaison with the Quality Assurance Officer.

Ensuring there is appropriate evidence for a learner's access arrangement is the responsibility of subject tutor/assessor in liaison with the Quality Assurance Officer.

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Quality Assurance Officer.

Rooming for access arrangement candidates will be arranged by the subject tutor/ assessor.

Invigilation and support for access arrangement learners, as defined in the JCQ access arrangements regulations, will be organised by the subject tutor/ assessor.

Private candidates

Managing private candidates examinations hosted under 'eVolve your skills academy ltd.' is the responsibility of the Examinations Officer(s).

Managing invigilators

External staff will not be used to invigilate examinations. Internal tutors/assessors/advisers employed by 'eVolve your future', will be trained to invigilate examinations and controlled assessments and are encouraged to mutually invigilate one another's' examinations or controlled assessment groups, though this is not mandatory but good practice.

Recruitment of tutors/assessors/advisers used as invigilators is the responsibility of the Managing Director and Head of Centre.

Securing the necessary Disclosure Barring Service (DBS) clearance for new invigilators is the responsibility of the Human Resources Officer.

Invigilators are given appropriate training and briefed as appropriate by the Quality Assurance Officer.

Malpractice

The head of centre in liaison with the Quality Assurance Officer is responsible for investigating suspected malpractice.

Examination or controlled assessment sessions

The subject tutors and assessors will start and finish all exams in accordance with JCQ guidelines and can be present at the start of the exam to assist with identification of learners if they are not invigilating themselves. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed in the exam room and what they can do.

In practical examinations or controlled assessments, subject tutors or assessors presence will be in accordance with the Awarding Body requirements and JCQ guidelines.

Examination or controlled assessment papers must not be removed from the examination room before the end of a session. Examination and controlled assessment papers must be held securely by subject tutors/ assessors after the examination or controlled assessment and returned to the examinations officer as soon as possible. The examinations officer will securely store the paper(s) in the lockable filing system where it will remain available to the Quality Assurance Co-ordinator for quality sampling checks as per policy and Awarding Body requirements.

The subject tutor/assessor may retain those papers or assessments after the examination in a secure, locked box or cupboard, for the purposes of marking and assessing the papers and providing feedback to the learner. Under NO circumstances should the learner see their original examination paper again when feedback is given.

Once marked/assessed by the tutor/assessor, the papers must be returned as soon as possible to the examinations officer and made available in the secure locked storage for the Quality Assurance Co-ordinator for Internal Quality Assurance checks. The Quality Assurance Officer must store paper examinations or controlled assessments in secure locked cabinets or cupboards for scrutiny by External Quality Assurers of Awarding Bodies or Ofqual.

Learners

The subject tutor/assessor will provide written information to learners in advance of each examination as per Awarding Body guidelines on the day. A formal verbal briefing for learners may also be given by the subject tutors/assessor.

'eVolve your future's' published code of conduct, on acceptable dress and behaviour apply at all times. Learners' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.

In an examination room, learners must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. Any precluded items must be stored away from learners. Tutors/assessors should provide storage for electronic communication and storage devices, each labelled with the learner's name and placed in a storage box that remains with the tutor/assessor at the front of the room and away from learners' access.

Disruptive learners are dealt with in accordance with JCQ guidelines. Learners are expected to stay for the full exam time at the discretion of the Invigilator present.

Note: Learners who leave an examination room, must always be accompanied by an appropriate member of staff.

The tutor/assessor is responsible for handling late or absent learners on examination or controlled assessment day.

Special consideration

Should a learner be unable to attend an examination or controlled assessment because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, then it is the learner's responsibility to alert their tutor/assessor to that effect.

The learner must support any special consideration claim with appropriate evidence within five working days of the exam.

The Examinations Officer(s) will make a special consideration application to the relevant awarding body within seven days of the exam.

Internal assessment

It is the duty of tutors/assessors to ensure that all paper internal assessments (controlled assessments or examination papers) are returned to the Quality Assurance Co-ordinator within five working days from the assessment, providing time for tutor/assessor marking and feedback. The marked paper/controlled assessment may be marked again for quality assurance, arranged as appropriate by the Quality Assurance Co-ordinator.

The Examinations Officer(s) will assist by keeping a secure electronic record of each dispatch of papers/assessments to tutors/assessors, including the recipient details and the date and time sent.

Tutors/ assessors are responsible for applying the marks for all internally assessed work with the relevant Awarding Body mark schemes. They should provide the relevant mark scheme with the marked paper to justify awarded marks and provide this to the Quality Assurance Co-ordinator by the tutor/assessor for internal quality checks.

The Quality Assurance Co-ordinator must be informed in writing by the tutor/assessor if a learner wishes to appeal against an assessment decision or examination grade. The learner will also need to put their wish to appeal in writing. Any appeals will be dealt with in accordance with 'eVolve your future's' Internal Appeals Procedures.

Results

For private learners' accessing examinations hosted by 'eVolve your skills academy ltd.', the results will be delivered as per each awarding bodies' rules and policy.

All other learners will receive individual results, printed off from on-line assessments in person at the centre on the day (such as for functional skills examinations).

Results of paper-based examinations or controlled assessments (such as speaking, listening and communication), that need to be marked and assessed first, will be given in both written and verbal feedback, in person to the learner at an arranged date and time agreed by the subject tutor/assessor.

Enquiries about Results

Learners have the right to enquire about their results. A request for a re-mark or clerical check requires the written consent of the learner and provided to the Awarding body by the Quality Assurance Co-ordinator, in writing.

A request for internally assessed work to be re-assessed may be sought by a learner or for it to be internally quality checked by the Internal Quality Assurance Co-ordinator.

The cost of enquiries about results will be paid by 'eVolve your future', (except privately paying candidates, whose examination has been hosted by the 'eVolve your skills academy ltd.').

All decisions on whether to make an application for an enquiry about results will be made by the Quality Assurance Co-ordinator.

If a learner's request for an enquiry about results is not supported, the learner may appeal and the centre will respond by following the process in its Internal Appeals Procedure (IAP) document.

All processing of enquiries about results will be the responsibility of the Quality Assurance Co-ordinator, following the JCQ guidance.

Certificates

Learners will receive their certificates via a structured set of procedures:

- When the certificates are received at the centre (signed for) from the Awarding Body, the Examinations Officer(s) will check the receipt of each, off against the securely stored electronic spreadsheet detailing entry details, results and certification.
- Each certificate will be photocopied twice and both copies and the original will be stored in a locked cabinet in alphabetical order.
- The Examinations Officer(s) will inform the tutor/assessors that the certificates have arrived and they may inform the learner that it may be collected by the learners and signed-for in person at the centre.
- When a learner collects the examination certificate, the original will be handed over and one photocopy should be signed and dated by the learner to show their receipt of it. This record will be kept by 'eVolve your future'.
- If a learner is distant from 'eVolve your future' head office, they may request their tutor/assessor brings it to their local centre in Kettering or Corby. In this situation, the tutor/ assessor should request the certificate from the Examinations Officer(s).
- Tutors/assessors are responsible for taking the original and one photocopy to deliver to the learner. The tutor/assessor should sign and date the remaining photocopy at head office, in the file to show they have taken it. The tutor/assessor should ask the learner to sign and date one photocopy when handing over the original. The tutor/assessor should return learner signed photocopies for file to show certificates have been delivered in person.

- In some circumstances for privately paying candidates hosted under 'eVolve your skills academy ltd.', certificates may be posted out under a traceable and recorded postal service.
- The centre retains certificates for up to five years, according to awarding body regulations.
- New certificates may not be issued by awarding organisations, without costs incurred to the learner. A transcript of results may be issued if a learner agrees to pay the costs incurred.

Identification

All Learners, except school children, must provide identification prior to registration for any qualification. Learners are required to provide either one item from List 1, or two items from List 2. Identification seen for each Learner must be recorded as this information is required for compliance and audit purposes.

List 1 (1 item required)

Passport

EC identity card

Full driver's licence with photograph

List 2 (2 items required)

Standard acknowledgement letter (held by people seeking asylum)

Rent book or tenancy agreement

Bank card: credit, charge, cheque guarantee, debit (in date)

Bank or building society book

Cheque book

Letter showing home address

Full driver's licence without photograph

Benefit letter or agreement

Services identity card

Utility bill

Original birth certificate

Marriage certificate

Travel pass with photograph

Any other form of identification