



Exams Policy

The purpose of this exams policy is to ensure the planning and management of exams is conducted efficiently and in the best interests of learners and to ensure the operation of an efficient exams system with clear guidelines for all relevant staff. Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk.

The Directors of Best for Training Ltd:

- have overall responsibility for the company including exams and advises on appeals and re-marks
- are responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document *Suspected malpractice in examinations and assessments*.
- manage the administration of internal and external exams and assessments. Scheduling, administration, supervision and adherence to awarding organisation / JCQ regulations for assessments at all levels
- ensures that learners are informed of and understand those aspects of the exams timetable that will affect them
- will check with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines
- request and confirm detailed data on estimated and actual entries
- maintain systems and processes to support the timely entry of learners for their exams
- receive, check and store securely all exam papers and completed scripts and ensures that scripts are dispatched as per the guidelines
- administers access arrangements and make applications for special consideration following the regulations in the JCQ publications for Access arrangements, reasonable adjustments and special consideration
- organise the recruitment, training, and monitoring of staff responsible for the conduct of exams
- ensure learners' coursework/ controlled assessment marks are submitted, and any other material required by the appropriate awarding organisations correctly and on schedule
- track dispatches, and store returned coursework/ controlled assessments securely
- arrange for dissemination of exam results and certificates to learners
- decide on post-results procedures
- process any necessary applications for additional support in order to gain approval, if required



- re-sit decisions will be made by Directors of Best for Training Ltd in consultation with trainers, employers and learners

Trainers are responsible for:

- supplying information on entries, coursework and controlled assessments as required
- accurate completion of entry and all other mark sheets and adherence to deadlines as set by the awarding organisations
- accurate completion of coursework/ controlled assessment mark sheets and declaration sheets
- working with the Directors of Best for Training Ltd to provide the access arrangements required by learners in exams rooms

Trainers who are invigilating are responsible for:

- assisting in the efficient running of exams according to JCQ regulations
- ensuring that they have exam papers and other materials before the start of the exam
- collecting of all exam papers in the correct order at the end of the exam and ensuring their return

Learners are responsible for:

- confirmation and signing of entries
- proving the required evidence, if they require additional support with examinations
- understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own
- ensuring the conduct themselves in all exams according to the JCQ regulations

Exam fees

Exam fees are including in the course fee. Learners will not be charged for alterations arising from administrative processes provided these are made within the time allowed by the awarding organisations.

Exam fees are paid by the learner if:

- If they fail to attend a scheduled exam/assessment
- Fail to submit externally moderated course work
- Do not pass the external assessment (exam or coursework)



Learners wishing to change names during the course must provide suitable evidence to their tutor who will seek authorisation from the Directors of Best for Training Ltd; any charges incurred from Awarding Organisations for name changes will be passed to the learner.

Equality Legislation

All Best for Training Ltd staff must ensure that they meet the requirements of any equality legislation.

The Best for Training Ltd will comply with the legislation, including making reasonable adjustments to the service that they provide learners in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the Directors of Best for Training.

Access arrangements

Pre-course information will inform learners of any external assessment required to successfully complete the qualification. Learners must inform Best for Training Ltd at enrolment if they have any additional needs that may impact on achieving the qualification.

Support staff required (i.e. scribes, readers, practical assistants etc.) for access arrangement learners, as defined in the JCQ access arrangements regulations, or specific exam boards regulations, will be organised by the Directors of Best for Training Ltd

If Best for Training cease trading then the following steps will be taken to support existing registered learners:

1. Best for Training will inform the Awarding Organisation
2. Best for Training will try to complete all registered learners, if possible
3. If Best for Training cannot complete learners they will claim units towards their qualification, wherever possible
4. Best for Training will seek to refer to an appropriate training provider.



Exam days

The Directors of Best for Training Ltd will book all rooms and make the question papers, other exam stationery, and materials available for the trainer /invigilator.

The exam invigilator will start and finish all exams in accordance with JCQ guidelines.

Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.

In practical exams, subject teachers' availability will be in accordance with JCQ guidelines.

Exam papers must not be read by subject trainers or removed from the exam room before the end of a session.

After an exam, the Directors of Best for Training Ltd will arrange for the safe dispatch of completed examination scripts to awarding organisations.

All instructions and guidance from awarding organisations' policies and procedure will be maintained throughout.

A formal briefing session for learners may be given by the trainer. Learners' personal belongings remain their own responsibility and the Best for Training Ltd accepts no liability for their loss or damage.

In an exam 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 not be taken into an exam room.

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.

Note for exams over 1 hour - learners who leave an exam room will be accompanied by an appropriate member of staff at all times.



Additional information for Highfield Examinations (HABC)

Best for Training Ltd are aware examination paperwork and assessment materials should be obtained in advance of the examination or assessment taking place. Best for Training Ltd also confirms that they are only permitted to purchase HABC examination materials from HABC directly. Centre staff will be provided with sufficient time to check deliveries of new stock or check internally printed paperwork used for assessment purposes and ensure all items required for examination and assessment are present and are in good order.

The Centre confirms that examination and assessment materials will be stored securely and will not be shared with or sold onto other organisations. All staff will be instructed on the importance of maintaining the integrity of HABC qualifications.

Special consideration

Should a learner be unable to attend an exam 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 Best for Training Ltd to that effect.

The learner must support any special consideration claim with appropriate evidence within 2 days of the exam.

The directors will make a special consideration application to the relevant awarding organisation within 5 days of the exam.

Internal assessment

It is the duty of trainers to ensure that all internal assessment is ready for dispatch at the correct time. The directors will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.

Marks for all internally assessed work are provided to the office by the trainer. The directors will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance Best for Training Appeals Policy.



Results

Learners will receive individual results via email.

Enquiries about Results (EAR)

EARs may be requested by Best for Training Ltd or the learner following the release of results. A request for a re-mark or clerical check requires the written consent of the learner, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of learners.

The cost of EARs will be paid by the learner.

All decisions on whether to make an application for an EAR will be made by directors in conjunction with trainers.

If a learner's request for an EAR is not supported, the learner may appeal and the Best for Training Ltd will respond by following the process in its Appeals Procedure (IAP) document.

All processing of EARs will be the responsibility of the senior exams officer, following the JCQ guidance.

Access to Scripts (ATS)

After the release of results, learners may ask Best for Training to request the return of written exam papers within 5 days of the receipt of results. Best for Training Ltd staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of learners must be obtained. Re-marks cannot be applied for once an original script has been returned. The cost of EARs will be paid by the learner. Processing of requests for ATS will be the responsibility of the directors.

Certificates

Learners will receive their certificates by second class post and will be sent out within 5 days of receipt for the Awarding Organisation. An email will be sent to inform learners their certificate has been posted and learners must inform Best for Training Ltd within 10 days of non-arrival. If learner notifies Best for Training Ltd of non-arrival of certificate within 10 working days a new certificate will be ordered and paid for by Best for Training.



Highfield provide online certificates via PDF. These will be sent to learners via email within 10 working days of release from the Awarding Organisation

If certificates are lost, then learners must apply to the awarding organisation for a replacement certificate at their own expense. Best for Training will supply a replacement online certificate at no extra charge were possible.

Related policies

This policy should be read in conjunction with:

- Best for Training Ltd Malpractice Policy
- Best for Training Ltd Appeals Policy

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