



Exams Policy and Procedures

Equality analysis tool

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|----|--|----|
| 1. | Is the policy relevant to the public sector equality duty? | no |
| 2. | Have any concerns previously been raised about this policy or practice? | no |
| 3. | Is likely to result in discrimination against a protected group? | no |
| 4. | Does this policy positively contribute to the participation of under-represented groups in the College's activities? | no |

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Approving Body: Principalship

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Candidate Appeal Form

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Introduction

1. Purpose

- 1.1 The Exams Policy and Procedures document details the College's practices and procedures relating to the administration of accredited qualifications.
- 1.2 It is a statutory requirement that the College has in place an Exams Policy, aspects of which are more suitable for a Procedural document, and therefore this document incorporates both.
- 1.3 The Exams Policy and Procedures document also contains some of the stipulations contained within the official centre agreements that the College is obliged to have in place with awarding organisations.
- 1.4 It should be noted that failure by a member of staff to abide by the Exams Policy and Procedures or the centre agreements which the College has with awarding organisations could be regarded as gross misconduct and could lead to sanctions being applied by external bodies and internal disciplinary action.

2. Aims

- 2.1 The document aims to:
 - ensure the efficient planning and management of qualification and exams administration.
 - set out examples of centre and learner malpractice and detail the procedures if such circumstances arise.
 - set out the procedures for appealing against assessment decisions.

3. Sources

- 3.1 The following sources have been used in the compilation of this document:
 - Department for Education and National College for Teaching and Leadership Exam Policy Template. Available at: <https://www.gov.uk/government/publications/exams-administration-templates-for-exam-centres>
 - Joint Council for Qualifications General and Vocational Qualifications – General Regulations for Approved Centres. Available at: <http://www.jcq.org.uk/exams-office/general-regulations>
 - Joint Council for Qualifications General and Vocational Qualifications - Instructions for conducting examinations. Available at: <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
 - Joint Council for Qualifications Adjustments for candidates with disabilities and learning difficulties – Access arrangements and reasonable adjustments.

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Available at: <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/access-arrangements-and-reasonable-adjustments-2014-2015>

- Joint Council for Qualifications General and Vocational Qualifications - Suspected malpractice in examinations and assessments. Available at: <http://www.jcq.org.uk/exams-office/malpractice/suspected-malpractice-in-examinations-and-assessments-2014-15>
- Wakefield College Attendance Policy. Available at: <http://staffinfo.wakefield.ac.uk/Web%20Browsable/Document%20Centre/Teaching%20and%20Learning/Attendance%20and%20Punctuality/Student%20Attendance%20Policy.pdf>

4. Monitoring

4.1 The Procedures will be monitored as follows:

| Procedure | Monitoring Mechanism | When? |
|------------------|---|---------------------|
| Examinations | Any irregularities or problems relating to exam entries, the conduct of exams and results will be discussed at the annual Exams Review. | Summer /Autumn term |
| Malpractice | Details of each case sent to the appropriate Assistant Principal. | On investigation |
| Appeals | Details of each case sent to the appropriate Assistant Principal. | On investigation |

5. Communication

5.1 The Procedures are published on the Staff and Student Intranets. The Procedures will be publicised to staff via the College News Channel on the Staff Intranet.

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B Qualification and examination administration

1. Records of learners

- 1.1 The College will ensure that appropriate and reliable steps are taken to verify the identity of learners before registration, assessment or exam entry takes place.
- 1.2 The College will have arrangements in place to obtain on behalf of its learners a Unique Learner Number and a learner record (unless the learner chooses not to have one).

2. Qualification registrations/entries

- 2.1 For all accredited courses, candidates will be registered with the relevant awarding organisation and entered for all appropriate examinations and will be advised of this during the guidance process.
- 2.2 It is the responsibility of the subject teacher to ensure that candidates being registered for qualifications and/or entered for examinations are enrolled on the appropriate course, except in the case of students re-sitting examinations due to absence through personal injury or illness.
- 2.3 It is the responsibility of the subject teacher to send correct information to the Exams Office regarding registrations and entries in order to ensure that submissions can be made by Exams staff before the awarding organisation deadlines (without incurring late fees) and in accordance with any requirements of the funding organisations.
- 2.4 The College will recognise any restrictions regarding the minimum amount of time that candidates must be registered with awarding organisations before certification, as well as the combination of units and/or qualifications that are allowed.
- 2.5 The College will use the record of the learner's previous achievements to ensure that opportunities for credit transfer and exemption are maximised, where learner consent is given.

3. Payment of registration/exam fees

- 3.1 Candidates must comply fully with the requisite regulations concerning eligibility and payment of fees.
- 3.2 Registration, examination and certification fees, where applicable, will be charged at the time of enrolment and are non-refundable.
- 3.3 If a learner enrolls on a course after the awarding organisation entry/registration deadline has passed, they are liable for any late entry/registration fees which apply.

4. Re-sits

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- 4.1 If a candidate wishes to re-sit an exam, they must consult with and obtain agreement from their subject teacher.
- 4.2 Re-sit exams which do not have to be taken on set dates will be scheduled in agreement by the programme area and the Exams Office.
- 4.3 In cases where awarding organisations charge for second attempts at external tests and the re-submission of assessed work, candidates will be liable for these costs. The following exception applies:
- Students re-sitting essential Functional Skills tests.
- 4.4 If candidates have not paid for re-sits by the stipulated deadline, their entry will not be submitted. Candidates wishing to be entered for re-sits after the stipulated deadline will be charged any applicable late fees.
- 4.5 For HE students, re-sit opportunities to improve grades will be governed by course and awarding organisation regulations.

5. External candidates

- 5.1 External candidates will only be accepted with the agreement of the Examinations Manager and appropriate Assistant Principal. An additional external candidate fee will be charged. Where external candidates cannot be accommodated with other Wakefield College candidates, invigilation costs and room hire costs will also be charged. It is not permitted for students to be both internal and external candidates for either A level or GCSE qualifications.

6. Withdrawal from examinations and programme registrations

- 6.1 All candidates who are enrolled on externally accredited programmes will normally take their examinations and complete the assessed units for which they have been registered.

However, there are occasions when candidates can be withdrawn by their tutors from examinations entry and vocational programme registration, particularly as a result of:

- a) failure to attend College
- b) failure to complete coursework.

In both of these cases it is the responsibility of the tutor to withdraw the student from the associated examination and enrolments on the student records system in a timely manner.

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6.2 **Criteria for withdrawal of candidates by tutors**

6.2.1 College reserves the right to withdraw students if the following criteria are not met:

- a) An 80% attendance record. (Absence through illness should normally be supported by a medical note.)
- b) Sufficient academic progress to achieve the qualification (e.g. non-completion of compulsory coursework before the required date), without mitigating circumstances.

6.3 Students who meet the criteria for withdrawal from an examination entry or registration must be withdrawn from the course unless they are willing to pay the full certification fee. Students who have been withdrawn from the course via a Change Request will automatically be withdrawn from all associated examinations and registrations.

6.3 **Learners withdrawing themselves from examinations or registrations**

6.3.1 Learners who wish to withdraw themselves from examinations or programme registration should consult with their tutor. If, following the consultation, candidates decide to withdraw, they should inform the Exams Office, with an explanation of the circumstances. Learners will not be reimbursed the registration/entry/accreditation fees and learners who were under 19 at the time of entry or whose fees were remitted may be charged these fees

6.4 **Personal injury or illness**

6.4.1 In the case of personal injury or illness, many awarding organisations will allow candidates to withdraw up to the date of the examination. It will be necessary for learners withdrawing for these reasons to attach a medical note to the withdrawal form.

6.4.2 Enrolled learners who withdraw from their examination for **valid** reasons, should be allowed to enter the following year, as an external candidate, in spite of not being enrolled on a College programme (see 5.).

7. **Estimated grades**

7.1 Where required by the awarding organisation, it is the responsibility of the subject teacher to submit estimated grades to the Exams Office before the stipulated deadline.

8. **Access arrangements and the Equality Act 2010**

8.1 The College will make reasonable adjustments to put in place provision for disabled learners to take examinations and/or assessments, subject to the regulations of the awarding organisations. As such, a wide variety of access arrangements are available e.g. extra time, readers, scribes, prompters, separate room.

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- 8.2 Any access arrangements must be supported by appropriate evidence (as stipulated by the relevant awarding organisation), they must reflect the learner's normal way of working and they must not give them an unfair advantage.
- 8.3 The need for access arrangements must be considered on a subject-by-subject basis and, as such, course tutors and ALS study coaches are responsible for providing evidence to support the application.
- 8.4 Evidence of need (where required) must be available in College for inspection by the JCQ Inspection Service or the relevant awarding organisation. Access arrangements cannot be granted solely on the basis that they were approved at the learner's previous educational establishment, even if the approval period is still valid.
- 8.5 Candidates requiring access arrangements for examinations and/or assessments should discuss these with their course tutors, personal tutor or Additional Support at the beginning of their course or as soon as it is identified that those arrangements will be required.
- 8.6 It is the responsibility of the Additional Support department and tutors to inform the Exams Access Arrangements Co-ordinator (or member of staff acting as the "SENCo") as soon as they are aware of any candidates requiring access arrangements. Candidates should also take responsibility for liaising with the Exams Access Arrangements Co-ordinator (or member of staff acting as the "SENCo") as soon as possible themselves, particularly if they have an emergency requirement for an access arrangement (e.g. broken arm).
- 8.7 Applications for access arrangements must be made through the Exams Access Arrangements Co-ordinator (or member of staff acting as the "SENCo"). It is vital that arrangements are applied for as early as possible in the academic year because evidence in support of the application has to be obtained and submitted to the awarding organisation. Awarding organisations may refuse applications which miss their deadlines or may charge for late requests. The main dates are:

| Awarding Organisation/ Qualification | Exam Series | Modified Papers | All Other Requirements |
|--|--------------------|---|---|
| GCSEs and GCEs | November | 20 September | 4 October |
| | May/June | 31 January | 21 March |
| Entry Level and Functional Skills (JCQ awarding organisations) | All | At least 10 weeks in advance of the assessment. | Many arrangements are centre-delegated. For non centre-delegated ones, at least 6 weeks before the relevant exam series |
| NVQ and VRQ (JCQ awarding organisations) | All | At least 10 weeks in advance of the assessment. | At least 6 weeks in advance of the series in which the examination is to be taken. |

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| Awarding Organisation/ Qualification | Exam Series | Modified Papers | All Other Requirements |
|--|--------------------|--|---|
| City & Guilds | Paper-based exams | At least 3 months before the month of the exam i.e. by 31 st August for December exams. | At least 1 month before the month of the exam i.e. by 31 st October for December exams. |
| | Online exams | N/A | At least 1 month before the month of the exam (see example above). 25% extra time only – at least 7 working days before the proposed exam date. |
| Guideline for others (deadlines must be checked as they do vary) | | | At least 6 weeks before examination |

- 8.8 Where requirements for access arrangements are identified after the above deadlines, the application should be submitted as soon as is practicable. Every attempt will be made to gain permission from the awarding organisation and to accommodate the candidate's needs, although this cannot be guaranteed.
- 8.9 Reasonable adjustments will be made to ensure that exam-related correspondence is adapted, as appropriate, for students with disabilities.
- 8.10 Reasonable adjustments will be made to find suitable exam accommodation and equipment for students with disabilities.
- 8.11 Where possible, staff acting as readers, prompters and scribes in access arrangement exams will be drawn from the pool of Learning Support Assistants working for the Additional Support Department. Where multiple learners require assistance however, staff may be drawn from other areas and candidates may not be supported by their usual contact.
- 8.12 Candidates whose first language is not English and who normally use a bi-lingual dictionary in their exams may be eligible to use one in their exams. They should contact the Exams Access Arrangements Co-ordinator (or member of staff acting as the "SEnCo"), within the above deadlines, to obtain approval (subject to awarding organisation regulations) and to check that College has a copy of the appropriate dictionary. Candidates are not allowed to use their own dictionaries.

9. Statements of entry

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- 9.1 Candidates will be notified about their exam(s) by either notification by their tutor, a statement of entry produced by the awarding organisation or a college produced timetable, which may be sent in the post or emailed. Details can also be viewed via Moodle.
- 9.2 Where a statement of entry or timetable has been produced, the candidate must check that it shows their correct personal details and exam entry/entries and must report any discrepancy or query to the Exams Office **immediately** on receipt.

10. Clash of examination dates and times

- 10.1 It is essential that candidates inform the Exams Office immediately of any clash with their examinations dates and times, especially if the clash involves another centre.
- 10.2 Clash candidates will be under close, permanent supervision by a member of College staff from immediately after their first exam of the day until they commence their final exam of the day. Where the circumstances of the clash mean that one of the exams is being postponed by a day, overnight supervision will be required, although this can normally be undertaken by a parent/guardian (JCQ exams). The JCQ confidentiality declaration form must be signed by the candidate and the overnight supervisor before supervision commences.
- 10.3 If a candidate has a clash of exams at College and another centre, an application for transferred candidate arrangements may have to be made (JCQ exams). The deadline for applications is 13th April and the candidate is liable for the fee charged by the awarding organisation for this service. The candidate must ensure that they abide by all regulations of the host centre.
- 10.4 Clash candidates are not permitted to be in possession of an electronic communication device or to have access to the internet during their supervision.
- 10.5 Clash candidates are advised to bring refreshments for their supervision period, as they cannot be permitted to visit the refectory/café.

11. Locations and times of examinations

- 11.1 The Exams Office will liaise with the Timetabling team to organise exam rooms, unless these have been prior booked by teaching staff. Any member of staff requesting to run an exam within 10 working days must also provide a suitable room.
- 11.2 Where rooms cannot be located on College property, the Estates Department will be responsible for sourcing suitable alternative venues which comply with the Equality Act and awarding body regulations.
- 11.3 The Exams Office is responsible for notifying the Caretaking and Security teams about the dates, times and locations of any exams which are being held on campus.
- 11.4 The Exams Office is responsible for notifying IT Services about any computer-based exams which are being held on campus.

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- 11.5 Candidates can see the examination venue displayed on the examination notice boards before the examination date.
- 11.6 If candidates are required to take their exams in rooms which are located at another campus or at external locations, information will be provided as early as possible with regards to the address and location of the venue.
- 11.7 A levels and GCSEs will normally commence at 9.30am in the morning and at 2.00pm in the afternoon, unless advised otherwise.
- 11.8 Candidates are responsible for arriving to the exam in a timely manner (recommendation – at least 20 minutes before the start time).

12. Invigilation

- 12.1 It is the responsibility of the Head of Curriculum or their nominated person to provide invigilators for examinations or to authorise the Exams Office, in a timely manner, to arrange external invigilation.
- 12.2 Invigilators are responsible for the conduct of the examination and are required to have received appropriate instruction, through the attendance at training provided by the Exams Office.
- 12.3 Unless a qualification specification expressly allows it, staff are not permitted to invigilate examinations which involve candidates that they have taught for the subject of the examination during the academic year, unless there is at least one other invigilator in the exam room who has had no involvement in the teaching of that exam subject.
- 12.4 Invigilators should be familiar with the awarding organisation invigilation regulations and should ensure that both College and awarding organisation procedures are followed correctly.

13. Exam materials

- 13.1 The Exams Office will store live exam material in secure facilities which comply with the awarding organisation requirements.
- 13.2 The College, either via the Exams Office or teaching staff, where appropriate, will allow candidates access to relevant pre-release materials on or as soon as possible after the date specified by the awarding organisations.

14. On the day of the examination

14.1 Contingency planning

- 14.1.1 In the event of possible disruption to exams e.g. caused by adverse weather, the College will aim, wherever feasible, to remain open.

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14.1.2 The College will use various sources to keep candidates notified about exams: the College website, Facebook, local radio, text messages, phone calls.

14.2 Prior to the Examination

14.2.1 The Caretaking teams are responsible for setting up desks in exam rooms, according to the regulations regarding seating arrangements issued by the awarding organisations.

14.2.2 The Exams Office is responsible for setting up exam rooms in terms of numbering desks, putting up statutory notices etc. This responsibility, where appropriate, may be delegated to invigilators.

14.2.3 The IT Services team is responsible for responding to exam job logs, ensuring that any computers being used for exams are in working order and have any necessary software or links set-up. If candidates have to use specific, individual exam log-in accounts, the IT Services team is also responsible for ensuring that these have been set up and can be accessed/locked at the appropriate times.

14.2.4 A seating plan is displayed outside the examination room and candidates are advised to arrive 20 minutes in advance of the advertised start of the examination to look for their desk number.

14.2.5 Candidates are not allowed to enter the examination room until asked to do so and should follow the invigilator's instructions to:

- a. deposit all articles not specifically required for the examination in the designated area of the room.
- b. hand in any unauthorised material to the invigilator.
- c. help with the inspection of any specified authorised articles e.g. calculators.
- d. produce their learner ID card in order that their identity can be verified by the invigilator or other member of staff.
- e. comply with other instructions pertaining to examinations given by the invigilator.
- f. ensure that all mobile phones are switched off, with any alarms disabled, and that they are handed in to the invigilator (candidates should not have them about their person).

14.2.6 In an exam room, candidates 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.

14.2.7 Candidates are responsible for bringing to the exam their own writing materials (i.e. pen, pencil, rubber etc.) and any mathematical instruments that are required for the

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exam (e.g. calculator, ruler, protractor, compass etc.) Candidates are responsible for ensuring that calculators meet the regulations of the awarding organisations and have a working power supply.

14.3 At the start of the exam

- 14.3.1 The invigilator should remind any clash candidates to remain in their seats at the end of the exam.
- 14.3.2 The invigilator must read out the evacuation instructions to candidates.
- 14.3.3 The invigilator should make an announcement regarding the regulations and details of the exam. If a script is provided by the awarding organisation, this should be read out.
- 14.3.4 The invigilator must read out any erratum notices to candidates, ensuring that any late-comers are also given this information.
- 14.3.5 The invigilator should check the identity of the candidates, where possible before the exam starts. If this is not feasible, this should be done discreetly during the exam.

14.4 During the exam

- 14.4.1 The invigilator must give their full attention to conducting the examination properly. They must respond promptly to candidate queries and be vigilant for any malpractice.
- 14.4.2 The invigilator must complete all necessary paperwork, which typically includes an attendance register and a seating plan.
- 14.4.3 Candidates must remain silent during the examination but may attract the attention of the invigilator by raising a hand to ask for any essential information. Invigilators are not allowed to discuss examination questions.
- 14.4.4 Candidates will conduct themselves in the examination room so as not to disturb other candidates. Watches which emit an audible sound at pre-determined times must be not worn.
- 14.4.5 Candidates must not communicate with another candidate by any means (e.g. notes, talking, signs etc.) and must not attempt to read another candidate's work.
- 14.4.6 Candidates must write in black or blue ink/ball-pen (black only for JCQ exams) or, in the case of some multiple choice tests, an HB pencil.
- 14.4.7 Correcting fluid/pens/tape must not be used.

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- 14.4.8 Candidates must use only the approved awarding organisation's stationery in an examination. 'Rough work' should be done on the paper provided and then clearly crossed through.
- 14.4.9 Candidates are allowed to have drinks in the exam room but only from plastic bottles, sealed packs or cans. All labels must be removed. Cans should be opened before the start of the examination to cause a minimum of disturbance. (Drinks are not allowed in computer rooms.) If candidates need to take any food stuffs into the exam (e.g. cough sweets, or food for diabetic students), all packaging must be removed. Food and drink should be made available for scrutiny by invigilators.
- 14.4.10 Candidates may not leave the examination room before being given permission to do so by the invigilator, in accordance with awarding organisation regulations (candidates are not usually allowed to leave during the first hour). Some awarding organisations also stipulate that candidates are not allowed to leave during the final minutes of the exam.
- 14.4.11 Provision is made for a candidate to be accompanied out of the examination room e.g. to go to the toilet, but a candidate who leaves the examination room unaccompanied will not be allowed to return.
- 14.4.12 When candidates are instructed to stop work they should do so immediately and ensure that their script is correctly presented for collection by the invigilator who will also collect any items supplied by the College. Scripts and continuation sheets should be attached together clearly showing the candidate's name and number as well as the Centre number.
- 14.5 Candidates arriving after the start of the examination**
- 14.5.1 The procedures of the specific awarding organisation should be followed in all instances where candidates arrive late for an examination. If there is any doubt, the invigilator should check the procedures with the Exams Office.
- 14.5.2 If the candidate is permitted to sit the examination, the invigilator should check with the Exams Office, before allowing the candidate to leave at the end of the exam, whether the awarding organisation requires a written report.
- 14.5.3 In the case of JCQ examinations the candidate should be warned that the awarding organisation may not be prepared to accept the script.
- 14.5.4 Candidates arriving after the examination has finished will not normally be allowed to sit the examination but advice should be taken from the Exams Office. Some exams are held within "windows" and it may be possible to allow the candidates to take the exam in a later session during the window.
- 14.6 Evacuation procedures**

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14.6.1 In the event of any emergency requiring evacuation of the building, invigilators must follow the general College emergency evacuation procedures and the specific College examination evacuation procedures.

14.7 **After the exam**

14.7.1 The College will respect the confidentiality of scripts by not allowing them to be read or photocopied by any person prior to marking, without the permission of the awarding organisation.

14.7.2 The Exams Office will despatch scripts promptly, where possible on the day of the examination. If scripts have to be retained overnight or for a longer period, in accordance with awarding organisation guidance, they will be retained in secure conditions.

14.7.3 The College will follow the instructions issued by awarding organisations relating to the use of question papers after the examination has taken place.

14.8 **Absence and Special Consideration**

14.8.1 If a candidate is unable to attend the examination, the Exams Office should be informed as soon as possible.

14.8.2 Candidates who fail to attend their examinations without valid or certified reason, may be charged the appropriate registration/examination fee. This includes candidates who were under 19 at the time of entry or whose fees were remitted.

14.8.3 Candidates who are absent due to illness or misfortune may be eligible for an enhanced grade, subject to them having fulfilled the minimum requirements of the awarding organisation.

14.8.4 Requests from candidates who are absent from **all** parts of the examination will **not** be considered by the awarding organisation.

14.8.5 Candidates who feel that recent circumstances or problems during an exam may have affected their performance (e.g. illness, bereavement, trauma) may be eligible for special consideration, subject to the regulations of the awarding organisations.

14.8.6 If a candidate believes that they may be eligible for either special consideration or an enhanced grade, it is their responsibility to inform the Exams Office as soon as possible after the exam and provide appropriate evidence of their circumstances.

14.8.7 Special consideration may also be available in assessed work. Applications are considered on a case by case basis by the relevant awarding organisations and tutors should notify the Exams Office of any instances where an application should be made.

14.9 **Irregularities**

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- 14.9.1 Any irregularity will be reported to the Examinations and Achievement Manager and to the appropriate awarding organisation subject to their specific regulations (see Section C for further information). Candidates will be informed of any irregularity reported thus and, if the candidate is aged under 18, their parent(s)/guardian(s) will also be informed.
- 14.9.2 If College is notified by an awarding organisation that a candidate has intentionally spoiled an examination script, the candidate will be subject to disciplinary action which may result in the withdrawal from that and any other examinations, subject to examination fees incurred by the College. In addition, disciplinary action may be taken against the candidate by the awarding organisation.

15. Internal assessment/claims

- 15.1 For details of how to run GCSE Controlled Assessments, please refer to the separate Controlled Assessment Policy and Procedure documents.
- 15.2 All candidates completing coursework for assessment (JCQ qualifications) must sign the declaration of authentication, prior to submitting it for final assessment, to confirm that the work is their own. This form must then be countersigned by the member of staff who assesses their work.
- 15.3 Candidates have a right of appeal against a coursework assessment. Any appeal should be made in accordance with the College's procedures for Appealing Against an Assessment. (See Section E)
- 15.4 An appeal may proceed in the following circumstances:
- (a) That a candidate's performance in an assessment was adversely affected by illness or other personal circumstances, which the candidate was unable or unwilling to divulge at the time of assessment. Appropriate proof of these circumstances will usually be required (e.g. Medical Certificate).
 - (b) That a candidate's performance in an assessment was adversely affected by administrative error or that the assessment was not conducted in accordance with the current regulations for the course.
 - (c) That a candidate's performance in an assessment was adversely affected by other irregularities.
- 15.5 An appeal will not be allowed where the internal mark/grade has been confirmed by external moderation/verification.
- 15.6 For HE students on courses leading to awards of partner higher education institutions, appeals should be made in accordance with the requirements of that institution.
- 15.7 Learners who fail to submit assessment by the prescribed date, without good cause and prior authorisation, may be penalised in accordance with appropriate course and awarding organisation regulations.

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- 15.8 If a candidate is unable to complete coursework before the required deadline and has extenuating circumstances, they must notify their course tutor as soon as possible, supplying evidence of the circumstances. The tutor should liaise with Exams staff, who will request an extension from the relevant awarding organisation, if applicable.
- 15.9 It is the responsibility of the subject teacher to send coursework marks/grades to the Exams Office before any stipulated dates, in order to ensure that Exams staff are able to submit the marks/grades to the relevant awarding organisations ahead of relevant awarding organisation or funding deadlines.
- 15.10 In instances where postal moderation is to be carried out, it is the responsibility of the subject teacher to provide the Exams Office with the requested samples of work for despatch before the stipulated deadline.
- 15.11 The College will take all reasonable steps to guard against fraudulent or mistaken claims.

16. Results

- 16.1 Examination results will normally be sent to candidates by post, however results for GCEs, GCSEs and the Diploma in Digital Applications (DiDA) can be collected from the City Centre or Castleford campuses (as announced) on the day of issue between 8.30am and 2.00pm. Any person collecting the results on behalf of the candidate must have a note of authorisation together with their own form of personal identification.

17. Post results services (e.g. enquiries about results)

- 17.1 Depending on the qualification, various post results services may be available, including a re-mark of the candidate's exam and access to the candidate's exam script. Details of the services offered by awarding organisations are available on request from the Exams Office. Information relating to A level, GCSE and the Diploma in Digital Applications (DiDA) qualifications is provided to learners along with results.
- 17.2 Applications for post results services must be made to the Exams Office within the deadlines set by the awarding organisations. Unless specifically stated by the awarding organisation, candidates should not contact the awarding organisation directly.
- 17.3 Fees are applicable for post results services and these must be paid in advance. A re-mark fee may be refunded by the awarding organisation if an improvement is made, subject to the regulations of the appropriate awarding organisation.
- 17.4 Any candidates requesting a re-mark should understand that their unit score and their overall grade may go down as well as up and the new mark/grade must be accepted.

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- 17.5 Any candidates who remain dissatisfied with the result of a re-mark and wish to appeal against the decision must provide appropriate and reasonable grounds to the Examinations and Achievement Manager, in line with awarding organisation guidelines. Any application must be endorsed by the Principal, who will consider the grounds and decide whether College is in a position to support the appeal.
- 17.6 Teaching staff may obtain scripts for teaching and learning purposes or as examples for other students but prior permission must be obtained from the candidates concerned.
- 17.7 The JCQ post-results review of moderation service is not available to individual candidates nor is it available on controlled assessment or coursework marks which have been accepted without change. Only work included in the original sample will be reviewed. (This does not affect a learner's right of appeal **before** the marks have been submitted to the awarding organisation – see section E.)

18. Certificates

- 18.1 In circumstances where awarding organisations allow certificates/records of achievements to be sent out by normal post, they will be mailed to the candidate's address, unless otherwise requested. It is therefore essential that the College is kept up to date of any change of address.
- 18.2 If candidates have not received their certificates within three months of completing the course, they should contact the Exams Office.
- 18.3 In circumstances where certificate(s)/records of achievement(s) have to be collected, candidates will be notified by post but they will be required to provide adequate identification to the College Staff before the certificates are released. Any person collecting the documents on behalf of the candidate must have a note of authorisation together with their own form of personal identification.
- 18.4 The College only guarantees to retain uncollected certificates for 12 months. Learners should be aware that some awarding bodies do not offer a replacement certificate service and that others charge for this service.

19. Retention of records

- 19.1 The College will retain complete, accurate records for at least three years from completion of all qualifications (or longer if required by interested parties).

20. Liaison with awarding organisations

- 20.1 Where applicable, the College will keep relevant awarding organisations informed of any resource changes affecting the qualifications that it is delivering. These include staffing changes, accommodation changes and the use of third parties and sub-contractors.

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- 20.2 The College will comply with requests from relevant awarding organisations for access to appropriate information, data and documents.
- 20.3 The College will co-operate with awarding organisations, regulatory authorities and the JCQ Centre Inspection Service when subject to inspection or investigation.

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C Learner Malpractice

1. Introduction

- 1.1 These Procedures apply to assessments and examinations, the results of which are taken into account in the certification of candidates by awarding/validating organisations.
- 1.2 These Procedures do not apply to assessments which are made by the College for its own purposes.
- 1.3 It is recommended that any candidate who becomes involved in these procedures should seek advice from persons not directly involved e.g. College's Student Services.
- 1.4 The parents/guardians/wards of candidates who are under 18, and whose sons/daughters are involved in the Procedures, will be kept fully informed of developments. Parents/guardians/wards will be invited to attend any interviews or hearings which their sons/daughters are required to attend as part of the Procedures.

2. Malpractice in an assessment/examination

- 2.1 Malpractice, with regard to assessment and examination, is defined as any form of behaviour by which a candidate(s) seeks to improperly influence the outcome of the assessment/examination.

2.1.1 Plagiarism

This is where a candidate deliberately includes in their own work a substantial unacknowledged portion of someone else's material. As well as words, it can apply to artwork, images, computer generated work, thoughts, inventions and discoveries. Examples include:

- a) the inclusion of several sentences or more from another person's work without the use of quotation marks and acknowledgement of the sources
- b) the summarising of another person's work by simply changing a few words or altering the order of presentation without acknowledgement
- c) the use of another person's ideas without acknowledgement
- d) copying the work of another student

2.1.2 Collusion

This is where a student either:

- a) submits work done in collaboration with another person as entirely his/her own

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b) collaborates with another student to complete work which is submitted as the other student's work e.g. lending research or work to other candidates or allowing their work to be copied.

2.1.3 **Falsifying Data**

This is where a student either:

a) presents data in reports and projects based on experimental work which the student claims to have carried out but which (s)he has invented or obtained by unfair means.

b) makes alterations to results documents or certificates.

2.1.4 **Impersonation**

This is where a student arranges for someone else to take their place in an assessment/examination/test or where a student pretends to be someone else in order to produce the work for another.

2.1.5 **Non-compliance with instructions**

This involves the failure to abide by the instructions or advice of an assessor, a supervisor, an invigilator or awarding organisation conditions in relation to the assessment/examination/test rules, regulations and security.

2.1.6 **Misuse of assessment/examination material**

Examples include:

a) acquiring an exam paper or information about an exam paper prior to the examination.

b) removing examination material e.g. question paper, spare stationery from the exam room without the permission of the invigilator.

2.1.7 **Unauthorised material**

This is where a student has unauthorised material during a supervised assessment or examination, whether they intend to use it or not e.g. notes, calculator, dictionary, mobile phone, MP3 player.

2.1.8 **Illegal communication**

This includes passing on or receiving information (e.g. orally, in the form of notes, or by gestures) during a supervised assessment or examination.

2.1.9 **Improper behaviour**

This relates to any behaviour which could undermine the integrity of the assessment/examination or test.

2.1.10 **Cheating**

This includes any means, other than those listed above, of seeking to gain an unfair advantage.

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3. Procedures relating to unfair advantage in an assessment/examination

3.1 Procedures relating to those awarding/validating organisations whose regulations require that they be informed of Unfair Advantage.

- 3.1.1 Where there are grounds for suspicion of Unfair Advantage the Examinations and Achievement Manager or nominee will conduct an investigation. This will include an interview with the candidate(s) involved and with any other relevant parties.
- 3.1.2 The Examinations and Achievement Manager or nominee will produce a written report within 6 working days of the results of the investigation.
- 3.1.3 A copy of the report will be sent to the candidate(s) and to the relevant Head of Curriculum.
- 3.1.4 The Examinations and Achievement Manager or nominee will inform the candidate(s), in writing, of the decision taken by the awarding organisation.
- 3.1.5 For HE students on programmes leading to awards of a partner HEI, procedures for dealing with alleged cheating, plagiarism or seeking other forms of unfair advantage will be in conducted in accordance with University requirements.
- 3.1.6. Any candidates who remain dissatisfied with the decision made by an awarding organisation as a result of candidate malpractice must provide appropriate and reasonable grounds to the Examinations and Achievement Manager, in line with awarding organisation guidelines. Any application must be endorsed by the Principal, who will consider the grounds and decide whether College is in a position to support the appeal.

3.2 Procedures relating to those awarding/validating organisations whose regulations authorise the College to deal with Unfair Advantage.

- 3.2.1 Where there are grounds for suspicion of Unfair Advantage the Examinations and Achievement Manager or nominee will conduct an investigation. This will include an interview with the candidates(s) involved and with any other relevant parties.
- 3.2.2 The Examinations and Achievement Manager or nominee will produce a written report within 6 working days of the results of the investigation.
- 3.2.3 The report will be submitted by the Examinations and Achievement Manager or nominee to the Head of Curriculum concerned.
- 3.2.4 A copy of the report will be sent to the candidate(s).
- 3.2.5 The Head of Curriculum or Nominee concerned will do one of the following:
 - a) decide that no further action be taken

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b) decide that the candidate(s) concerned be referred, which would require that the candidate(s) be given the opportunity to re-take the assessment.

c) decide to fail the candidate.

3.2.6 The candidate(s) will be informed of the decision by the Head of Curriculum in writing.

3.2.7 Candidates will have a right of appeal. Any appeal should be made in accordance with the College's procedures for Appeals. (See Section E, point 1)

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D Centre Malpractice

1. Introduction

1.1 These Procedures apply to assessments and examinations, the results of which are taken into account in the certification of candidates by awarding/validating bodies.

2. Malpractice relating to an assessment/examination

2.1 Malpractice, with regard to assessment and examination, is defined as any form of behaviour by which a member of College staff either seeks to improperly influence the outcome of the assessment/examination or fails to comply with awarding organisation regulations and procedural instructions.

2.1.1 Breach of security

This involves acts which break the confidentiality of exams or candidates' scripts and includes such instances as:

- a) failing to keep assessment/examination/test papers secure prior to the assessment/examination/test.
- b) obtaining unauthorised access to assessment/examination/test material prior to an assessment/examination/test.
- c) tampering with or reading candidate scripts or controlled assessments or coursework after collection and before despatch to the awarding body/examiner/moderator.
- d) failing to supervise adequately candidates who have been affected by a timetable variation.
- e) failing to keep mark schemes secure.
- f) failing to keep student computer files which contain controlled assessments or coursework secure.

2.1.2 Deception

This involves acts of dishonesty and includes such instances as:

- a) 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 awarded.
- b) fabricating assessment and/or internal verification records or authentication statements;
- c) fraudulent certificate claims e.g. claiming before the learner has completed all the requirements of assessment.

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d) falsifying records/certificates e.g. by alteration or substitution.

2.1.3 **Improper assistance to candidates**

This involves any assistance being given to a candidate which results in a potential or actual advantage. Examples include:

a) College staff producing, editing, amending or substituting work for the learner e.g. adding or removing any material to or from coursework after it has been presented by a candidate for final assessment.

b) sharing or lending candidates' controlled assessments or coursework with other candidates in a way which allows malpractice to take place.

2.1.4 **Maladministration**

This involves a failure to follow the regulations regarding the conduct of exams or assessments. Examples include:

a) failing to ensure that candidates' coursework or work to be completed under controlled conditions is adequately monitored and supervised.

b) failing to retain candidates' controlled assessments or coursework in secure conditions after the authentication statements have been signed or the work has been marked.

c) failure to train invigilators adequately, leading to non-compliance with the regulations of the awarding organisation.

d) failing to issue to candidates the appropriate notices and warnings.

e) failure to inform the JCQ Centre Inspection Service of alternative sites for examinations;

f) failure to ensure that the examination venue conforms to the requirements as stipulated by the awarding organisation.

g) failure to invigilate examinations in accordance with the regulations issued by the awarding organisation.

h) inappropriate members of staff assessing candidates for access arrangements.

i) granting access arrangements to candidates who do not meet the eligibility requirements or where prior approval has not been obtained.

j) failing to despatch candidate scripts / controlled assessments / coursework to the awarding bodies or examiners or moderators in a timely way.

k) failing to notify the appropriate awarding body of an instance of suspected malpractice in examinations or assessments as soon as possible after such an instance occurs or is discovered.;

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3. Procedures relating to Centre Malpractice

- 3.1 Any instance of suspected centre malpractice may lead to disciplinary procedures being invoked against individual members of staff and could be regarded as gross misconduct.

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E Appeals

1. Appealing against an Assessment

- 1.1 The Assistant Principal, Quality and Performance is the senior member of staff responsible for the Appeals Procedure.
- 1.2 This procedure applies to those programmes leading to an award or qualification where an assessment of the candidate's performance is made by the College and the result of that assessment is taken into account in the determination of the candidate's final grade(s). It only applies where the regulations of the validating or awarding organisation concerned permit that candidates be informed of the results of College assessments and where there is either no external appeal mechanism at all or appeals can only be made in limited circumstances (e.g. if the marks have been changed by an external moderator). In addition, this procedure applies to all programmes of institutions of HE whose academic board has accepted Wakefield College's Appeals Procedure in lieu of their own.
- 1.3 In instances where internal appeals relate to Joint Council qualifications, these should have been considered and resolved by the date of the last externally assessed paper of the series (e.g. by the end of June for the summer series). Any difficulties in meeting this deadline will be raised with the relevant awarding organisation.
- 1.4 Where a College assessment is an element in the award of a qualification by an external validating or awarding organisation then the body concerned will be kept fully informed of any appeal, where applicable. If necessary, representatives of the body may be involved in any stage of the Appeals Procedure.
- 1.5 It is strongly recommended that any candidate who becomes involved in the Appeals Procedure should seek advice from persons not directly involved in the subject matter of the appeal (e.g. College's Student Services).
- 1.6 The parents/guardians of candidates who are under 18 at the time of an appeal and whose sons/daughters are involved in the Procedure for Appealing against an Assessment, will be kept fully informed of developments. Candidates are entitled to be supported by parents/guardians or a friend at any interviews or hearings appeal which they attend as part of the Procedure for Appealing against an Assessment.
- 1.7 All candidates will be made aware of the appeals procedure during induction.
- 1.8 A written record of all appeals will be maintained by the College and will include the outcome of the appeal and the reasons for the outcome. A copy will be given to the candidate involved.
- 1.9 All appeals will include a review of the procedures used by the centre to award marks for internal assessments and will consider whether those procedures were in

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conformity with the published requirements of the awarding organisation and the Code of Practice.

1.10 Procedure

1.10.1 Where a candidate disagrees with the assessment given, (s)he must discuss this with the assessor concerned as soon as possible. In all circumstances this should be done within **one week** of receiving the assessment decision.

1.11 Stage One: Assessor and Candidate

1.11.1 The candidate should complete the first section of the Candidate Appeal Form (see Appendix).

1.11.2 The assessor will consider the candidate's appeal and provide a response through:

a) clear explanation/reiteration (as appropriate) of the assessment decision following re-evaluation of the evidence.

b) amendment of the candidate's assessment record, if appropriate.

The assessor should record the action they have taken and the decision they have reached on the Candidate Appeal Form.

1.11.3 Feedback will be given to candidates within one week of receiving the appeal. The candidate will be entitled to have access to:

a) any correspondence between the centre and the awarding organisation relating to their internally assessed work.

b) information, if available at the time of the appeal, as to whether their work was sampled by the awarding organisation.

c) the moderated mark given to the work by the awarding organisation, if known.

d) relevant awarding organisation procedures for the conduct of internal assessments.

1.11.4 If the candidate agrees with the decision provided then they should tick the box on the Candidate Appeal Form to indicate that they accept the assessor's decision and the appeal need not proceed further.

1.11.5 Where the candidate is unhappy with the decision reached, they should tick the box on the Candidate Appeal Form to indicate that they reject the assessor's decision and wish to proceed to Stage 2.

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1.12 **Stage Two - Internal Verifier**

1.12.1 The assessor concerned must forward:

- a) the original assessment record and candidate evidence, where appropriate
- b) the Candidate Appeal Form

to the nominated Internal Verifier within 24 hours of the appeal being completed.

1.12.2 The Internal Verifier must reconsider the assessment decision and this will normally involve an evaluation of:

- a) the candidate's evidence and associated records
- b) the assessor's rationale for the decision
- c) the opinion of the candidate

1.12.3 In doing so, the Internal Verifier must complete the relevant section of the Candidate Appeal Form and provide the candidate with the reconsidered decision within 6 working days of receiving the appeal.

1.12.4 Where the candidate remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

1.13 **Stage Three - Internal Verifiers' Panel**

1.13.1 A panel of three Internal Verifiers from other programme areas will be established, who must evaluate the candidate appeal.

1.13.2 Copies of the candidate's work and the assessor's decision should be presented to each verifier.

1.13.3 The identity of both the candidate and the assessor must be removed from any documents presented.

1.13.4 A decision will be returned to the Internal Verifier who has presented the appeal within three weeks.

1.13.5 The Internal Verifier will then inform the candidate and assessor of the majority decision which is **final**.

1.13.6 The Candidate Appeal Form should then be held with programme documentation. The result of the appeal will be sent to the appropriate Head of Curriculum.

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2. Appealing against an exam mark

- 2.1 Candidates have a right of appeal against an exam mark. Any appeal should be made in accordance with both the College's procedures (see Section B, part 17) and the regulations of the appropriate awarding organisation.

3. Appealing against a malpractice decision

- 3.1 A request to appeal against a malpractice decision made by an awarding organisation should be made in accordance with the College's procedures (see Section C, part 3) and the regulations of the appropriate awarding organisation.

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Appendix

Candidate Appeal Form

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|---|-----------------------|
| Student Name: | Student ID Number: |
| Qualification and Level | Awarding organisation |
| Assessor Name: | IV Name: |
| Reason for Appeal (Student to complete) | |
| Signature: _____ Date: _____ | |

| |
|---|
| Action taken by Assessor and details of decision reached. |
| Assessor signature: _____ Date: _____ |

| |
|---|
| Student to indicate acceptance or rejection of Assessor decision: |
| I accept the Assessor's decision <input type="checkbox"/> |
| I reject the Assessor's decision and wish to appeal to the Internal Verifier <input type="checkbox"/> |
| Signature: _____ Date: _____ |

Action taken by Internal Verifier and details of decision reached.

Internal Verifier signature:

Date:

Student to indicate acceptance or rejection of Internal Verifier's decision:

I accept the IV's decision

I reject the IV's decision and wish to appeal to the Internal Verifier Panel

Signature:

Date:

Action taken by Internal Verifier Panel and details of decision reached.

Lead Internal Verifier signature:

Date:

Student to indicate acceptance or rejection of Internal Verifier's Panel decision:

I accept the IV Panels decision

I still disagree with the assessment decision and although I understand that the decision of the IV Panel is final, I wish my disagreement to remain on record.

Signature:

Date: