

Exams Policy

2026 - 2027

‘Because Children Deserve Better’

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1. Introduction and aims

This policy outlines the principles, procedures and responsibilities that govern the planning, administration and conduct of internal and external examinations within Pivot. We are committed to ensuring that the planning and management of exams is conducted in the best interests of our candidates. The policy aims to ensure that all assessments are managed in a consistent, fair and transparent manner in accordance with regulatory requirements and best practices.

We comply with requirements and guidance set out by the Joint Council for Qualifications (JCQ) and awarding bodies.

2. Roles and responsibilities

Key staff involved in the exams process

These staff are all included in the Data and Examinations Network Group.

Pivot Academy Kirklees:

Head of Centre	Katie Lockwood
Data and Exams Manager	Gemma Baston
Exams Administrators	Clare Burnett Lisa Clarke Sharee Tingle

Pivot Academy Leeds East:

Head of Centre	Cheryl Lotheringon
Data and Exams Manager	Gemma Baston
Exam Administrators	Grant Lotheringon Lewis Browne

Who should read this policy?

Everyone involved in our exam processes, including staff and learners, must read, understand and implement this policy. Senior leaders must also read and refer to the JCQ general regulations.

The following individuals must read and understand their responsibilities within this document and throughout the exams process:

- Head of Centre (Headteacher)
- The Data and Exams Manager
- Senior Leadership
- Teaching and Learning Lead
- SENCo
- Subject Teachers
- School Administrators (especially those sitting on school reception)
- Lead Invigilators
- Candidates/Learners

- Invigilators
- Site Management
- PA to the CEO
- Anyone else involved in the exams process

Head of Centre

- Has overall responsibility for their school (Kirklees/Leeds East) as an exams centre
- Is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the JCQ regulations and awarding body requirements
- Must read and refer to the [JCQ guidelines](#)
- Is responsible for making sure that all staff comply with the [JCQ guidelines](#)
- Is responsible for making sure that all senior leaders and staff involved in exams are familiar with the whole of the [JCQ general regulations](#)
- Is responsible for making sure that all staff receive appropriate training, support and time to facilitate the effective delivery of examinations and assessments, and that they understand the relevant requirements
- Is responsible for making sure that all suspected or actual incidents of malpractice are reported, in line with the JCQ guidance on [malpractice in examinations and assessments](#)
- Ensures that [JCQ guidance for centres on cyber security](#) is followed
- Ensures that accurate candidate contact information is obtained and maintained
- Ensures that required information is provided to the National Centre Number Register and updated, as needed
- Ensures appropriate controls are in place that allow accurate data to be submitted to the awarding bodies by the required deadline, e.g. entries and internally assessed marks
- Ensures that all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority
- Ensures that candidates are entered under names that can be verified against suitable identification such as a birth certificate, driver's licence or passport – and only entered under alternative names in exceptional circumstances
- Ensures that there are appropriate resources in place at the time of exams – such as readers and scribes – to meet candidates' needs
- Ensures that at least one member of staff (a senior designated contact) is available to manage emergency results related requests from awarding bodies during the summer holidays
- Ensures the security of all assessment materials and that the materials provided are only shared with appropriate staff and candidates
- Ensures that mock examinations are administered
- Ensures there is a member of the senior leadership onsite on exam days
- Reports any potential or actual breach of examination or assessment materials to the awarding body/bodies immediately
- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected
- Ensures that the infrastructure is in place for chosen qualifications

- Ensures that the planning is in place for each course and that it adheres to specifications
- Ensures that exams results day is planned for
- Ensure that any actions identified through JCQ inspection activity are addressed within required timescales, and that evidence of corrective action is retained.

The Head of Centre can delegate tasks related to the responsibilities above to the Senior Leader responsible for exams but cannot delegate the overall responsibility.

Data and Exams Manager

- The exams officer is responsible for the administration of exams.
- Manages the administration of internal and external exams
- Must read and refer to the [JCQ guidelines](#)
- Chairs the Data and Examinations Network Group
- Advises the senior leadership team (SLT), subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by awarding bodies
- Trains and supports the Exam Administrators on statutory guidance and in-centre routines
- Oversees the production and distribution of an annual calendar for all exams in which candidates will be involved and communicate regularly with staff about imminent deadlines and events. Ensure this calendar is provided to all staff and candidates
- Ensures that candidates and their parents/carers are informed of, and understand, aspects of the exams timetable that will affect them
- Checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines
- Provides and confirm detailed data on estimated entries
- Maintains systems and processes to support the timely entry of candidates for their exams
- Receive, check and securely store all exam papers and completed scripts, and make sure that scripts are dispatched as per the guidelines
- Download, print (where appropriate) and store electronic assessment materials safely and securely as per the JCQ guidelines
- Administers access arrangements and reasonable adjustments and make applications for special consideration following the regulations in the JCQ [guidance](#).
- Identify and manage exam timetable clashes
- Accounts for income and expenditure relating to all exam costs/charges
- Ensures candidates' coursework/controlled assessment marks are submitted correctly and on schedule, along with any other material required by the awarding bodies
- Return coursework/controlled assessments to subject teachers
- Arranges for dissemination of exam results and certificates to candidates, and forward, in consultation with the senior leadership team (SLT), any post-results service request

- Reports all suspected or actual incidents of malpractice, in line with the JCQ guidance on suspected malpractice in examinations and assessments
- Collecting exam papers and other material from the exams office before the start of the exam on the site they are running exams at (for the site where they are present)
- Collecting all exam papers in the correct order at the end of the exam and ensuring they are returned to the exams office (for the site where they are present)
- Ensures that exam papers are collected or posted at the end of the exam/school day on the site they are running exams at
- Advises on appeals and re-marks
- Ensures that mock examination results are recorded
- Is one of the key holders to the secure room where question papers and pre-release materials are stored.

Teaching and Learning Leads

- Advising the data and exams manager of any changes to syllabus or assessment details
- Advising the data and exams manager of entries
- Guidance and pastoral care for candidates who are unsure about exams entries or amendments to entries
- Accurately completing entry and mark sheets, and adhering to deadlines as set by the data and exams manager
- Accurately completing coursework/controlled assessment mark sheets and declaration sheets
- Decisions on post-results procedures
- Ensuring that pre-exams checklists are completed and sent to the Data and Exams Manager in advance of examinations

Teachers

Teachers are responsible for:

- Supplying information about entries, coursework and controlled assessments as required by Teaching and Learning Leads and the Data and data and exams manager
- Ensuring that course specifications are adhered to
- Ensuring that learners are prepared for examinations to support with reducing exam stress and anxiety
- Referring learners and supplying evidence to the SENCO where they have identified potential Exam Access Arrangement needs.

Special Educational Needs Co-ordinator (SENCO)

The SENCO is responsible for:

- Detailing candidates' current difficulties to show how they impact on teaching and learning and performance in examinations, and summarising evidence of feedback from teachers and/or support staff

- Identifying and testing candidates' requirements for access arrangements and reasonable adjustments, and notifying the Data and Exams Manager in good time so they can put exam day arrangements in place
- Processing any necessary applications for access arrangements and reasonable adjustments, to gain approval (if required)
- Working with the data and exams manager to provide the access arrangements and reasonable adjustments required by candidates in exam rooms

Exams Administrator

The lead invigilator(s) is responsible for:

- Assisting the data and exams manager with running exams, in accordance to JCQ regulations
- Leading on exam administration in the absence of the Data and data and exams manager (these will be planned for, where possible)
- Collecting exam papers and other material from the exams office before the start of the exam (for the site where they are present)
- Collecting all exam papers in the correct order at the end of the exam and ensuring they are returned to the exams office (for the site where they are present)
- Ensuring that exam papers are collected or posted at the end of the exam/school day in the absence of the Data and data and exams manager.

Candidates/Learners

Candidates are responsible for:

- Confirming and signing entries
- Understanding coursework/controlled assessment regulations, and signing a declaration that confirms the coursework to be their own
- Ensuring they conduct themselves in all exams according to the JCQ regulations.

3. Qualifications offered

Pivot currently offers the following types of qualifications:

Pivot Academy Kirklees	Pivot Academy Leeds East
GCSE	GCSE
Functional Skills	Functional Skills
Entry Level Certificates	Entry Level Certificates
AQA Unit Awards	AQA Unit Awards
NCFE	
Sports Leaders	
Duke of Edinburgh	

The specific subjects offered within these qualifications can be found in the Pivot Curriculum Pathways document and the Curriculum Policy and on our website.

The Head of Centre will:

- Make the final decision on whether a candidate should be entered for a particular subject, in consultation with senior leaders and teachers

Teaching and Learning Leads will:

- Ensure that the Curriculum Qualifications offer is in place by the 1st July, ready to deliver at the start of the academic year.

Subject Teachers will:

- Inform the Data and Exams Manager of any internal changes to the syllabus or assessment process for their subjects.

4. Exam series

The Head of Centre and SLT will decide which exam series are used in the centre. Usually, external exams are scheduled for the June series, taking place between May and June.

External and internal assessments are scheduled and undertaken at any point during the year to suit the school calendar. All internal exams/assessments are held under external exam conditions.

On-demand assessments are also offered within the centre, for applicable qualifications. These can be scheduled only in windows agreed upon by the data and exams manager, Head of Centre and SLT.

5. Planning and exam timetables

Whilst planning for upcoming examinations and assessments, the Data and Exams Manager will:

- Oversee the production and distribution of an annual calendar for all exams in which candidates will be involved and communicate regularly with staff about imminent deadlines and events. This calendar will be provided to all staff and candidates
- Advise the SLT, subject and class tutors, and other relevant support staff on annual exams timetables and procedures as set by awarding bodies
- Agree who will lead on exam administering, at each school, with headteachers
- For on-demand examinations, school leaders will request dates with the Data and Exams Manager who will then ensure that there is academy wide capacity and confirm who will lead on the administration of these exams

Whilst planning for upcoming examinations and assessments the Teaching and Learning Lead will:

- Ensure that pre-exams checklists are completed and sent to the Data and Exams Manager in advance of examinations

6. Making entries (including late entries and entry details)

The Data and Exams Manager will:

- Circulate entry deadlines to Senior Leaders and Subject Teachers
- Maintain systems and processes to support the timely entry of candidates for external exams
- Submit the required candidate information to the appropriate awarding bodies for entry into examinations and assessments before the published awarding body deadlines

Subject Teachers will:

- Provide the data and exams manager with information on the candidates selected for entry within an exam series
- Provide guidance and pastoral care for candidates who are unsure about exams entries or amendments to entries

Candidates (or parents/carers) may:

- Request subject entry, change of level or withdrawal following consultation with the candidate's Subject Teacher and Senior Leaders

We do not accept entries from private candidates.

We do act as an exams centre for other organisations.

Entry deadlines are circulated to Heads of Centre and Teaching and Learning Leads via email; documentation is stored in SharePoint.

7. Re-sits

We make decisions about resits on an individualised basis. Decisions about re-sits will be made by the Head of Centre.

8. Learner materials and data use

Candidate work and assessment materials may be retained, reviewed or used by awarding bodies for awarding, quality assurance, standardisation and regulatory purposes in accordance with JCQ and awarding body requirements.

9. Exam fees

Candidates are not charged for examination fees.

10. Equalities

All our staff must make sure that they meet the requirements of any equality legislation.

We will comply with the legislation, including making reasonable adjustments to the service that we provide to candidates in accordance with the requirements defined by the legislation, awarding bodies and the JCQ. This is the responsibility of the Head of Centre.

11. Access arrangements and reasonable adjustments

The Head of Centre will:

- Ensure the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
- Appoint a SENCo, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or temporary injury
- Ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualification(s) meet their needs (the process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualification(s). The centre's assessment must identify, where appropriate, the 10 support that will be made available to the learner to facilitate access to examinations/assessments)
- Recognise their duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010, particularly Section 20 (7) (this must include a duty to explore and provide access to suitable courses, through the access arrangements process, submit applications for reasonable adjustments, and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid, or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect
- Ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the head of centre (Evidence of the assessor's qualification(s) must be obtained before they assess candidates and held on file for inspection)
- Have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as in Chapter 7 of the JCQ document Access Arrangements and Reasonable Adjustments
- Ensure that the SENCo (or equivalent role) understands the JCQ document Access Arrangements and Reasonable Adjustments and is given sufficient time to manage the access arrangements process within the centre.

SENCO will:

- Identify and test candidates' requiring access arrangements
- Provide candidates with the additional support needed, outside of examination and assessment conditions regarding spelling, reading, mathematics, dyslexia or other essential skills, hearing impairment, English for speakers of other languages, IT equipment to help candidates achieve their course aims
- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including, Access Arrangements and Reasonable Adjustments
- Ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is

required at the time of an exam)

- Ensure a candidate is involved in any decisions about arrangements, adjustments and/or adaptations that may be put in place for them
- Inform Subject Teachers of candidates with special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/exams
- Ensure there is appropriate evidence for a candidate's access arrangements and, where relevant, ensure the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working
- Ensure the data and exams manager is provided with the required paperwork and evidence needed to submit an access arrangement application
- Ensure that access arrangements reflect the learner's normal way of working and are based on the individual needs of the learner
- Ensure a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s) and any Form 8/9, including supporting evidence of need
- Hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Exam Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications.

The data and exams manager will:

- Submit any access arrangement applications for approval using Access arrangements online (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO, following the regulations of the awarding bodies and JCQ
- Ensure any applications for access arrangements or reasonable adjustments are submitted by the published deadline
- Ensure access arrangements, do not invalidate the assessment requirements of the qualification or give the learner an unfair advantage.
- Ensure awarding bodies procedures for requesting adjustments to assessments are always adhered to.
- Ensure requests for modified papers are submitted by the published deadline
- Ensure there are appropriate resources in place at the time of examinations/ assessments to meet candidates' needs, e.g. sufficient readers and scribes
- Ensure invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Provides cover sheets for access arrangement candidates' scripts where required for arrangements.

Subject Teachers will:

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

- Notify SENCO and the data and exams manager of any perceived access arrangement requirements which need implementing for candidates undertaking examinations/assessments, within three months of the course of study beginning.

See chapter 5 of the [JCQ access arrangements and adjustments regulations](#) for details on the types of adjustments that may be considered, as well as the procedures involved. Further information can be found in Pivot's Internal Appeals Procedure document.

12. Use of word processors

We may allocate the use of a word processor to a candidate as part of access arrangements or as a reasonable adjustment where appropriate, including:

- When it is their normal way of working, i.e. where the curriculum is delivered electronically and word processors are provided to all candidates
- If they need support with handwriting
- If they have a:
 - Physical disability
 - Learning difficulty that has a substantial and long-term adverse effect on their ability to write legibly
 - Medical condition
 - Sensory impairment
 - Difficulty with planning and organisation when writing by hand

The SENCO will use their judgement, in collaboration with relevant members of staff where necessary, to make decisions about when a word processor is appropriate outside the specific examples listed above.

We will make sure that:

- The proposed arrangement will not disadvantage or advantage a candidate
- The use of a word processor will not compromise the assessment objectives or the integrity of the assessment and will be used under secure conditions. Where these objectives would be compromised, then a word processor will not be granted for use by a candidate

We will also make sure that the word processor:

- Has the spelling and grammar check, and predictive text software disabled (unless an application has been made for the spell check to be enabled)
- Does not have internet connectivity during the exam
- Has been cleared of any previously stored data, along with any portable storage medium used (and where any authorised memory stick is provided to or used by the candidate, the memory stick will be cleared of any previously stored data)
- Does not allow access to other applications such as a calculator (where prohibited), spreadsheets or emails
- Does not have graphic packages or computer-aided design software, unless permission is given
- Does not have computer reading (text to speech) software, unless the candidate has permission

- Does not have speech recognition technology, unless the candidate has permission

For paper-based examinations where candidates are using a word processor and are not allowed internet access, we will turn off all AI tools that the candidate could use during the examination. This means:

- AI features inside the word processor itself (for example, writing assistants, “rewrite this” suggestions, AI summaries).
- AI features built into the device’s operating system (for example, Microsoft Copilot, Apple)
- Intelligence or similar tools that the candidate could open from outside the word processor)
- AI features available through any web browser or other application installed on the device.

We understand that it is our responsibility to identify how AI and writing-assistance tools are available on the devices being used for examinations and to make sure they are turned off. AI can be generated from three places

- the application the candidate is using;
- the device’s operating system, and
- the network the device is connected to.

The word processor will not be used on the candidate’s behalf by a third party unless the candidate has permission to use a scribe.

All equipment will be checked to make sure it’s in working order and sufficiently charged for the duration of the examination.

Candidates provided with the use of a word processor will be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where we accommodate a candidate in another room, a separate invigilator will be present.

Candidates will be:

- Reminded to make sure that the centre number, candidate number and the unit/component code appear on each page as a header or footer, or to handwrite their details on the printed documents where this feature is not available (where the candidate needs to handwrite their details, they will be supervised to make sure that that is solely what they’re doing and not re-reading their answers or amending their work in any way)
- Reminded to save their work at regular intervals, unless ‘autosave’ has been set up on the device to make sure that the candidate’s work is not lost because of a technical issue
- Advised to use a minimum font size of 12pt and double spacing.

Each page of the typed script will be numbered.

The word processor will be connected to a printer so that the script can be printed off, and this will be done once the examination is over. The candidate must be present to verify that the work is their own and then the script will be inserted inside the answer booklet. Staff will be notified prior to the exam if this is required through Exam Access Arrangement documentation.

We may retain electronic copies of a word-processed script, and this may be accepted by an awarding body where the printed copy has been lost, and it is demonstrated that the file has been kept securely.

13. Contingency planning and resilience

Contingency planning for exam administration is the responsibility of the Head of Centre, working in conjunction with the Data and Exams Manager.

They are responsible for:

- Being familiar with the regulators' guidance on ensuring resilience in the qualification system
- Making sure that we have robust contingency arrangements in place that will minimise the risk to exams
- Appointing and training a member of staff as an Exams Administrator who can take over their responsibilities in the event of their absence
- Ensuring that we have an up-to-date, written examination contingency plan that covers all aspects of examination/assessment administration, in accordance with JCQ guidelines

Further information can be found in the Exam Contingency Plan Escalation Procedures.

In the event of the absence of the Headteacher or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to:

Craig McElhatton – Deputy Headteacher

Danielle Augustine – Deputy Headteacher

Grant Lotherington – Lead Practitioner

Cyber security

The Head of Centre is responsible for ensuring there are procedures in place to maintain the security of user accounts by:

- Ensuring that candidates' work is backed up on two separate devices, including one off-site
- Providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
- Providing training for staff on awareness of all types of social engineering/phishing attempts
- Enabling additional security settings wherever possible
- Updating any passwords that may have been exposed
- Setting up secure account recovery options
- Reviewing and managing connected applications
- Monitoring accounts and regularly reviewing account access, including removing access when no longer required

- Ensuring authorised members of staff securely access awarding bodies' online systems, in line with awarding body regulations regarding cyber security and the [JCQ guidance for centres on cyber security](#). (authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements)
- Reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

The Head of Centre will ensure that all authorised staff undertake annual cyber-security training, and the records are maintained and available for inspection.

Staff and invigilators involved in the centre's exam/assessment process are responsible for reading, understanding and implementing the contingency plan, which are available via SharePoint, email and in briefing notes and are in line with the [guidance provided by Ofqual](#) and guidance for [centres on cyber security](#).

The senior designated contact(s) must be available to manage emergency requests from awarding bodies that are results-related during the summer holidays.

Central Team		Kirklees		Leeds East	
Gemma Baston	07885985110	Katie Lockwood	07895304729	Cheryl Lotherington	07957574650
Kellie Akerman	07802345083	Craig McElhatton	07837696928	Nicole McLaughlin	07783455759
		Danielle Augustine	07817423115	Grant Lotherington	07970497775

It is the responsibility of the Data and Exams Manager to put in place a process for gathering evidence of candidate performance in line with the guidance provided by Ofqual.

Further information can be found in our Cyber Security Policy.

Alternative Sites

If examinations/assessments cannot be conducted at the centre's registered address, examinations will be administered at another registered Pivot building. Any alternative building will comply with JCQ and awarding body requirements and will be notified or approved where required. These include:

Kirklees	Leeds East
Unit 12 & 15a Cartwright Court, Bradley Business Park, Huddersfield, HD2 1GN Bradley Youth Club, 87 Bradley Road, Huddersfield, HD2 1RA Salus House, Off Dyson Wood Way, Bradley Business Park, Huddersfield, HD2 1GN Technology House, Alexandra Court, Off Dyson Wood Way, Bradley Business Park, Huddersfield, HD2 1GN	Unit 3, 7, 9, 10, 11, 12 & 16 Killingbeck Drive, Leeds, LS14 6UF

Unit 7 Thornes Office Park, Off Monckton Way, Wakefield, WF2 7AN	
5 Alice Street, Bradford BD8 7RT	
Grange Interlink, Summerville Road, Bradford, BD7 1PX	

14. Estimated grades

Senior leaders and teachers are responsible for submitting estimated grades to the MIS system (Arbor).

15. Managing Invigilators

External staff will not usually be used to invigilate examinations. The Head of Centre or a senior member of centre staff will ensure that (where possible) a teacher, learning and behaviour mentor or senior member of centre staff who teaches or supports the subject being examined is not an invigilator during the examination.

The recruitment of invigilators is the responsibility of the Head of Centre and any new invigilators and/or those facilitating an access arrangement or reasonable adjustment for a candidate under examination conditions will receive thorough training on JCQ guidelines. The training of invigilators is managed by the Data and Exams Manager who will ensure that invigilators successfully complete the required training.

Invigilators will have Disclosure and Barring Service (DBS) checks in line with safer recruitment.

Invigilators will be timetabled, trained and briefed by the Head of Centre, with support from the Data and Exams Manager.

16. Malpractice

The centre will take all reasonable steps to prevent the occurrence of any malpractice before, during and after assessment has taken place. The Head of Centre, in consultation with the Data and Exams Manager, is responsible for ensuring that suspected malpractice is thoroughly investigated. Malpractice does not necessarily involve an intention to cheat or gain an unfair advantage.

Examples of malpractice include, but are not limited to:

- Unauthorised use of a mobile phone or internet-enabled device in examinations
- Copying or allowing work to be copied
- Posting work on social media prior to an exam
- Collusion or working collaboratively

Further information can be found within our Malpractice and Maladministration Policy. This can be found in the Our Pivot Curriculum SharePoint. Link to the JCQ Malpractice guidance and forms to be completed: [Malpractice – Joint Council for Qualifications](#)

17. Exam days

The Senior Leaders will:

- Ensure all exam rooms are booked (after liaising with other relevant users)
- Ensure that Business Managers and the PA to the CEO is aware when central office spaces are being used so that they can remind staff to keep noise levels to a minimum

The Data and Exams Manager and Exam Administrators (identified on the Exams Overview: Appendix A) will:

- Make question papers, exam stationery and materials available for the invigilator(s)

Site Leads and Deputy Headteachers are responsible for setting up the allocated rooms.

The invigilators will start and finish all exams in accordance with [JCQ guidelines](#):

Subject staff may be present at the start of the exam to assist with identification of candidates. Any staff will only be present in accordance with the rules defined by JCQ concerning who is allowed in the exam room 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 teachers or removed from the exam room before the end of a session. Papers will be distributed to the Data and Exams Manager or Exams Administrator in accordance with JCQ's recommendations and no later than 2 hours after candidates have completed them.

After an exam, the Data and Exams Manager will arrange for the safe dispatch of completed exam scripts to awarding bodies, working in conjunction with Exam Administrators.

The procedure for emergency evacuation of exam rooms will be outlined in our exam contingency policy, which will be subject to inspection by the JCQ Centre Inspection Service. In the event of an emergency, a full report of the incident will be produced by the head of centre and kept on file – and any breach of question paper security or malpractice will be reported to the awarding body immediately.

18. Candidates

The data and exams manager will provide written information to candidates in advance of each exam series. A briefing session for candidates may be given by teachers, implemented by senior leaders. Senior leaders will ensure that candidates are briefed on expectations for examinations.

Our published rules on acceptable dress and behaviour always apply. Candidates' personal belongings remain their own responsibility, and we accept no liability for their loss or damage. We provide secure storage for candidates' property.

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, and/or the specification for that subject. This is particularly true of mobile phones and other electronic devices with text or digital facilities.

Any precluded items must not be taken into the exam room.

Disruptive candidates will be dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full exam time at the discretion of the Head of Centre or senior leader on site.

Candidates who leave an exam room must be always accompanied by an appropriate member of staff.

The Data and Exams Manager and Exam Administrators are responsible for handling late or absent candidates on exam day.

Clash candidates

The Data and Exams Manager will be responsible for planning for clash candidates, including:

- Supervising escorts
- Identifying a secure venue
- Arranging overnight stays where necessary

19. Special considerations

If a candidate is unable to attend an exam because of illness, bereavement or other trauma, or if a candidate becomes ill or otherwise disadvantaged during an exam, the candidate is responsible for alerting the Head of Centre. Schools will phone absent candidates in advance of the exam starting – giving an opportunity for learners to still complete examinations.

The candidate must support any special consideration claim with appropriate evidence within 10 days of the exam.

The Data and Exams Manager will, where appropriate, make a special consideration application to the relevant awarding body by the published deadlines.

This is communicated with parents and learners in the Exam Candidate Handbook.

20. Non-examination assessments

When undertaking centre-assessed work, the centre will:

- Co-ordinate and standardise all marking of centre-assessed components to ensure that candidates' centre-assessed work is assessed and quality assured in accordance with the awarding bodies' instructions
- Submit, in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date
- Ensure all non-examinations assessment work is completed at the school with the oversight of qualified staff and without the use or implementation of AI.
- Ensure that whenever staff mark candidates' work it is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- Ensure candidates work is marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.

- Ensure that work produced by candidates is authenticated in line with the requirements of the awarding body.
- Ensure, where several subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency and fairness of marking.

Subject Teachers will:

- Provide the data and exams manager with all marked and moderated work by the in-centre submission deadlines
- Ensure that all work is accompanied by the relevant and required cover sheets, declarations, and access arrangement documentation
- Accurately complete coursework/controlled assessment mark sheets and declaration sheets
- Supply information about entries, coursework and controlled assessments as required by the data and exams manager.

The Senior Leader responsible for internal verification will:

- Inform teaching staff of the in-centre deadline dates for submitting internal assessments to the data and exams manager
- For internally assessed qualifications, ensure assessors are aware of Ofqual principles
- Check with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ, NCFE and other awarding body guidelines, policies and procedures
- Maintain systems and procedures to enable the reliability, validity and transparency of the process of internal assessment for all qualifications
- Ensure candidates' coursework/controlled assessment marks are submitted correctly and on schedule, along with any other material required by the awarding bodies
- Track, dispatch and store returned coursework/controlled assessments
- Keep a record of each dispatch, including the recipient details and the date and time sent
- Inform staff of the deadline dates for appeals against internal assessments (any appeals will be dealt with in accordance with our internal appeals procedure).

Candidates will:

- Understand coursework/controlled assessment regulations, signing a declaration that confirms the coursework and any non-examination assessments undertaken internally to be their own

Our full policy and procedures relating to non-examination assessments within the examinations process can be found detailed within our Non-Examination Assessments Policy.

21. Artificial Intelligence (AI)

Artificial intelligence (AI) tools are now widespread and easy to access. Pivot recognises that AI has many uses to help learners learn but may also lend itself to cheating and plagiarism.

Learners **may not** use AI tools:

- During assessments, including internal and external assessments, and coursework
- To write their homework or class assignments, where AI-generated text is presented as their own work

Learners **may** use AI tools:

- As a research tool to help them find out about new topics and ideas
- When specifically studying and discussing AI in schoolwork, for example in IT lessons or art homework about AI-generated images. All AI-generated content must be properly attributed. Further information can be found on the website.

Where a learner uses an AI tool, they should retain a copy of the question(s) asked and the AI-generated response(s). Learners must submit this along with the work to be assessed.

Staff should:

- Be aware that AI tools are still being developed and tested
- Use AI tools with caution as they may provide inaccurate, inappropriate or biased content
- Make learners aware of the risks of using AI tools and that they need to appropriately reference AI as a source of information to maintain the integrity of assessments

Staff **must not**:

- Use AI as the sole means of marking candidates' work

Teachers remain responsible for determining the mark awarded to candidate work and must review all work in its entirety regardless of any AI-assisted processes.

For more information on AI misuse, see [guidance from JCQ on AI use in assessments](#). Any misuse of AI tools may be treated as malpractice.

22. Results and certificates

Candidates will receive individual results slips on results days. Candidates will be invited to collect these from school on results day. If candidates do not attend, these will be posted to them within 10 days via recorded delivery. Learners can give written permission for someone to collect their certificates on their behalf by emailing the Data and Exams Manager, in advance.

The results slip will be in the form of a centre-produced document.

Arrangements for the centre to be open on results days are made by the Head of Centre.

The provision of the necessary staff on results days is the responsibility of the Head of Centre.

Dates of results days each year will be publicised for all candidates through emails and the academy website. The Data and Exams Manager is responsible for uploading information relating to exams onto the academy website.

Enquiries about results (EARs)

EARs may be requested by centre staff or the candidate following the release of results. This request must be in writing.

Any request for a review or clerical check must only be submitted with the written consent of the candidate. A request for a re-moderation of internally assessed work may be submitted without the consent of a group of candidates. This will be completed using the JCQ form.

The cost of EARs will be paid by the centre.

All decisions about whether to make an application for an EAR will be made by Teaching and Learning Leads and Heads of Centre.

If a candidate's request for an EAR is not supported, the candidate may appeal and we will respond by following the process in our internal appeals procedure document; this can be found in the Appeals Policy.

All processing of EARs will be the responsibility of the Data and Exams Manager following the JCQ guidance.

Access to scripts (ATS)

After the release of results, candidates may ask subject staff to request the return of written exam papers within 28 days of the receipt of results. Candidates will be given a consent form which must be signed and returned before scripts can be requested.

Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

Applications for EARs cannot be submitted once an original script has been returned. The Data and Exams Manager is responsible for processing requests for ATS.

The cost of ATS will be paid by the centre.

Certificates

Candidates will receive their certificates in person at school.

Certificates can be collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so and bring suitable identification with them that confirms who they are.

The centre retains certificates for 12 months.

A new certificate will not be issued by an awarding organisation except in certain specific circumstances (such as a change of gender or identity). A transcript of results may be issued; each case is considered by the Head of Centre.

23. Conflict of interests

The Data and Exams Manager will manage any conflicts of interest related to examinations by informing the relevant awarding bodies about any members of staff who are teaching and preparing members of their family (which includes stepfamily, foster family and similar close

relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications that include internally assessed elements.

The Data and Exams Manager will maintain clear records of all instances where staff have members of their family (which includes stepfamily, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) entered for examinations and assessments at the school.

Staff members who will need to declare potential conflicts of interest include:

- Teachers involved in the preparation of exam papers – i.e. teachers who see question papers before an exam is taken
- Teachers who mark public exams
- Staff involved in checking examination material prior to the exam (e.g. data and exams manager, lab technicians for practicals etc.)
- Teachers involved in the marking and moderation of internally assessed coursework
- Staff involved in speaking assessments
- Staff involved in listening assessments
- Staff involved in oracy assessments
- Staff involved in internally assessed components.

The Data and Exams Manager will:

- Contact all members of staff to ascertain any conflict of interest
- Record any confirmed or suspected conflicts and any steps taken to mitigate will also be recorded
- Share with the relevant staff member any steps taken to mitigate conflicts of interest, so they are aware of actions in place and any additional requirements they need to adhere to
- Inform any awarding bodies of any relevant conflicts of interest

Any member of staff who need to declare a conflict of interest relating to exams should do so in writing. Where possible, we will aim not to use staff with conflicts of interest in exam invigilation.

Further information can be found in our Relationships at Work Policy and Staff Code of Conduct.

24. Internal appeals procedures

Candidates may appeal decisions related to:

- Centre assessed marks (coursework)
- Access Arrangements and Special Consideration
- Centre Decisions regarding post-results services

Centre-assessed marks (coursework)

In line with JCQ Reviews of Marking – Centre Assessed Marks:

- Candidates will be informed of coursework marks before submission to awarding bodies

- Appeals regarding procedural errors (not academic judgement) must be submitted in writing within 10 working days (see Appendix E)
- A review will be carried out by a senior staff member not involved in the original assessment
- Outcomes will be communicated within 5 working days

Access arrangements and special consideration

- Appeals must be made in writing within 10 working days of the decisions (see Appendix E)
- The Head of Centre will review the case and respond within 7 working days.

Post-results services

- If the centre declines to support a post-results service, a candidate may appeal that decision in writing within 10 working days (see Appendix E);
- The Head of Centre will review the request and issue a decision within 5 working days.

Record keeping

- All appeals and decisions will be logged and stored securely (see Appendix E)
- All logs and records may be inspected by awarding bodies or JCQ

Final Decision

The decision of the Head of Centre is final within the internal process; External escalation is possible only in cases meeting JCQ criteria.

Further information can be found in the Internal Appeals Procedures section on our website.

25. Monitoring and review

The Strategic Lead for Quality Education (reviewer), supported the Data and Exams Manager (Responsible Person for the policy) is responsible for ensuring that this policy is reviewed and updated **annually**, and whenever there is a relevant change to:

- The Exams System
- JCQ Guidance
- Our Curriculum and Pathways Offer

26. Links with other policies

This policy links with our:

- Child Protection/Safeguarding policy
- Whistle-blowing policy
- Complaints policy
- Data Protection policy
- Equality and Diversity policy
- Malpractice policy

- Management of Non-Examination Assessments policy
- Curriculum Policy
- Assessment Policy
- Relationships at Work Policy
- Staff Code of Conduct
- Exam Contingency Policy
- Cyber Security Policy

27. Appendix A: Exams overview

This overview will be completed by the Heads of Centre and the Data and Exams Manager at least one month before the first examination within the exam series. This document will be shared with all senior leaders.

Date of Exam	Kirklees - Person Leading on Exams Administration	Leeds East - Person Leading on Exams Administration
	<i>e.g Gemma Baston</i>	

28. Appendix B: Exams checklist

This document may be completed by the Data and Exams Manager, in consultation with the Head of Centre, where it is deemed helpful to support new staff or address identified issues in advance of an examination.

School: Kirklees/Leeds (delete as appropriate)		
Exam details: (date/subject)		
Before the exam	Name of responsible person	Completed
Check clocks in exam rooms	Invigilator	
Display JCQ posters outside exam rooms	Invigilator	
Conduct candidate/invigilator briefings/mock exams	Senior leader	
Warning to Candidates poster displayed	Invigilator	
Unauthorised Items poster displayed	Invigilator	
Centre number displayed	Invigilator	
During examinations	Name of responsible person	Completed
Start and finish times displayed	Invigilator	
Start exams on time with JCQ announcements	Invigilator	
Provide sufficient trained invigilation to ensure effective supervision in accordance with ICE requirements		
Record attendance and track absentees		
Supervise candidates at all times		
Record and manage incidents/malpractice		
Follow JCQ emergency procedures if needed		
Securely dispatch completed scripts		
Post examination	Name of responsible person	Completed
Confirm all scripts sent and logged		
Submit malpractice reports (JCQ/M1) if needed		
Secure/return unused papers per board policy		
Collect feedback from staff/invigilators		
Retain records: seating plans, registers, incident logs		
Submit special consideration requests (Form 10)		
Update internal exams policies		
Secure receipt logs maintained		
Ongoing compliance	Name of responsible person	Completed
Stay up to date with JCQ circulars and updates		
Maintain staff/invigilator training records		
Ensure internal policies align with JCQ regs		

29. Appendix C: JCQ compliance

Exams centres hosting exams that fall under the JCQ must comply with the JCQ's General Regulations for Approved Centres [Regulations and Guidance - JCQ Joint Council for Qualifications](#). As listed on page 14 of the General Regulations, these policies must be in place and reviewed annually.

'NB These don't all need to be exam-specific policies. For example, your school has a statutory requirement to always have a child protection and safeguarding policy, and this existing policy will satisfy the JCQ's requirements. The JCQ told us that you can choose whether to have the policies as standalone policies, or as part of your exam policy' (The Key, 2025).

This is where you can find the JCQ policy requirement information:

JCQ policy requirement	Location
Child Protection/Safeguarding Policy	Separate Pivot Policy *
Complaints Policy	Separate Pivot Policy *
Conflict of Interests Policy	Information included in Exams Policy
Data Protection Policy	Separate Pivot Policy *
Equalities Policy	Separate Pivot Policy *
Exam Contingency Plan	Separate Pivot Policy *
Internal Appeals Procedure	Information included in Exams Policy
Malpractice Policy	Separate Pivot Policy *
Management of Non-Examination Assessments Policy	Separate Pivot Policy *
Whistle-blowing Policy	Separate Pivot Policy *
Word Processors in Examinations Policy	Information Included in Exams Policy
Cyber Security Policy	Information in the Cyber Security Incident response plan*

*The Data and Exams Manager will review JCQ Regulations and Guidance, annually, to ensure that the wider policies reflect the JCQ guidance.

30. Appendix D: Internal appeals form and log

Internal appeals form	FOR CENTRE USE ONLY	
	Date received	
Please indicate the nature of your appeal by circling one of the statements, below and complete all white boxes* on the form below	Reference No.	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against a decision to reject candidate's work on the grounds of malpractice
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type		Exam paper title	
Subject			

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature: signature:	Date of
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This form must be signed, dated and returned to the data and exams manager on behalf of the head of centre to the timescale indicated in the relevant appeals procedure as detailed in the main body of this policy.

Appeals log

On receipt, all appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Appellant name	Outcome	Outcome date