



Exam Contingency Plan

Sir Thomas Rich's

Exam Contingency Plan

Centre Name	Sir Thomas Rich's
Centre Number	57143
Date plan first created	21/11/2023
Current plan approved by	Senior Management Team (SMT), Governors' Curriculum and Evaluation Committee
Current plan reviewed by	Jo Tyler (Exams Officer)
Date of next review	20/12/2024

Key staff involved in the policy

Role	Name
Head of Centre	Matthew Morgan
Senior leader(s)	Dave Dempsey
Exams officer	Jo Tyler
ALS lead/SENCo	Jo Loveridge
Other staff (if applicable)	Senior Management Team (SMT), Governors' Curriculum and Evaluation Committee

This plan is reviewed and updated annually to ensure that exam contingency planning at Sir Thomas Rich's is managed in accordance with current requirements and regulations.

Purpose of the plan

This plan examines potential risks and issues that could cause disruption to the exam process.

By outlining actions/procedures to be invoked in case of disruption it is intended to mitigate the impact these disruptions have on our exam process at Sir Thomas Rich's.

Alongside internal processes this plan is informed by the Ofqual **Exam system contingency plan: England, Wales and Northern Ireland** which provides guidance in the publication, 'What schools and colleges and other centres should do if exams or other assessments are seriously disrupted', the **JCQ Joint Contingency Plan** for the Examination System in England, Wales and Northern Ireland and the JCQ document **Preparing for disruption to examinations** (Effective from 1 September 2023).

This plan details how Sir Thomas Rich's complies with the JCQ's **General Regulations for Approved Centres** (section 5.3, Centre management) by having in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, examinations officer or SENCo is absent at a critical stage of the examination cycle. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations, or on results day, owing to an unforeseen emergency. The potential impact of a cyber-attack should also be considered.

Operating across more than one centre National Centre Number Register and other information requirements

The head of centre will also ensure that as a contingency to enable the prompt handling of urgent issues only, responds to the awarding bodies' request for information regarding the contact details of a senior member of staff (which might include a personal mobile number and/or email address). This will ensure that any urgent matters which might adversely affect candidates which arise outside of term time, and which potentially put qualification awards at risk, can be addressed by awarding bodies with the support of that member of staff. Heads of centre should ensure that this member of staff has the necessary authority to mobilise resources to provide this support, which might include resolving issues within the centre itself. (GR 5.3) **Head of centre absence at a critical stage of the exam cycle**

Possible causes of disruption to the exam process

1. Exams officer extended absence at a critical stage of the exam cycle

Criteria for implementation of the plan

Key tasks required in the management and administration of the exam cycle not undertaken including:

Planning

- annual data collection exercise not undertaken to collate information on qualifications and awarding body specifications being delivered
- annual exams plan not produced identifying essential key tasks, key dates and deadlines
- sufficient invigilators not recruited

Entries

- awarding bodies not being informed of early/estimated entries which prompts release of early information required by teaching staff
- candidates not being entered with awarding bodies for external exams/assessment
- awarding body entry deadlines missed or late or other penalty fees being incurred

Pre-exams

- invigilators not trained or updated on changes to instructions for conducting exams
- exam timetabling, rooming allocation; and invigilation schedules not prepared
- candidates not briefed on exam timetables and awarding body information for candidates
- confidential exam/assessment materials and candidates' work not stored under required secure conditions
- internal assessment marks and samples of candidates' work not submitted to awarding bodies/external moderators

Exam time

- exams/assessments not taken under the conditions prescribed by awarding bodies
- required reports/requests not submitted to awarding bodies during exam/assessment periods, for example very late arrival, suspected malpractice, special consideration
- candidates' scripts not dispatched as required for marking to awarding bodies

Results and post-results

- access to examination results affecting the distribution of results to candidates • the facilitation of post-results services

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

Entries:

Deadlines: AQA - 20th July preceding exam cycle; all other Boards - 10th October of exam cycle. Enter relevant numbers in year groups for appropriate qualifications using EO's data lists on qualifications and Dave Dempsey's data on numbers. (DD).

Deadline: all Boards and levels – 21st February of exam cycle. In Examinations Organiser: set up Season, download and import relevant base data from Boards, import awards and elements for each subject at each level, assign students to season, create exam numbers and UCIs, create marksheets, collect entries from staff, enter data from staff into marksheets, check entries are correct with staff and students, submit entries, confirm submission successful. (DD) (ICT A2C)

If Board deadline is missed or late or other penalty fees being incurred. Contact Boards and explain situation as soon as possible. (MSRM/DD)

Pre -exams:

Review Instructions for Conducting Examinations for changes, information for invigilators and 'Exams Office' (online) for resources for training invigilators. Also, bottom drawer of filing cabinet in EOs office for past resources. Train invigilators. (DD &EA)

To be done as soon as possible after making exam entries and before April. In Examinations Organiser run Clash Analysis (and resolve manually).

From April, use Seating Organiser to allocate rooms and resolve clashes. Produce final and individual timetables. Distribute individual timetables to students. Using final timetable, prepare invigilation schedules. (DD /EA)

See Instructions for Conducting Examinations and photocopy Information for candidates appendices. Distribute individual timetables, ICE and internal information for candidates to students. Also, bottom drawer of filing cabinet in EOs office for past internal information sheets. (DD/EA)

If Exam/assessment materials and candidates' work not stored under required secure conditions this would constitute malpractice. Place under secure conditions and inform the Headmaster who must report the circumstances to the relevant Boards. (MSRM) with (DD,HOD's).

HoDs are responsible for submitting marks online and submitting samples. Ensure marks and samples are submitted. (DD/EA)

Exam Time:

Exams/assessments not taken under the conditions prescribed by awarding bodies. This would constitute malpractice. Inform Headmaster who must report the circumstances to the relevant Boards.

(MSRM)

Required reports/requests not submitted to Boards during exam/assessment periods eg very late arrival of candidates, suspected malpractice, special consideration This would constitute malpractice.

Requests for special consideration should be made within 7 days of a student's last exam in the exam series. Inform Headmaster who must report the circumstances to the relevant Boards and submit the required reports/requests at the earliest opportunity. (MSRM)

Scripts must be dispatched on the day taken or next day if this is not possible. Inform Board and dispatch at the earliest opportunity. (DD)

Results and post results:

Results should be downloaded and candidate statements of results produced on Wednesday, the day before results can be released to students. Data Manager/ICT to do this. (DD/ICT)

JCQ Post-Results Services (P-R S) and individual Board 'post-result service' and 'fees' information should be downloaded on Wednesday, the day before results can be released to students, or earlier.

Note: Candidate consent forms must be completed and signed by candidates for all enquiries about results.

(Consent form template in JCQ P-R S booklet appendix.) (DD)

Staff to be available on a daily basis to ensure: priority enquiries about results and priority photocopies of scripts can be processed online via Board secure websites; and outcomes downloaded and made available to students from 'results day' until the start of term. (DD)

Staff to be available on a daily basis to process priority result and script enquiries until 25th August, other result enquiries until 20th September, original script requests until 28th September and check outcomes of all enquiries until 12th November, or earlier if complete. (DD)

From 3rd April 2024 we are in contingency due to the EO having an operation and being out for the Summer series of exams. Where the EO is not available to carry out their duties these will be carried out by the two job sharing EA's (Karen Laird and Christine Roberts) and the Exams Line Manager (DD). The EA tasks would then be carried out by two Lead Invigilators who have school accounts and have been seconded to an EA support role before. These are Eleanor Gittings who will assume the EO's key holder responsibilities and Carole Ferns who will carry out EA work as required.

2. ALS lead/SENCo extended absence at a critical stage of the exam cycle

Criteria for implementation of the plan

Key tasks required in the management and administration of the access arrangements process within the exam cycle not undertaken including:

Planning

- candidates not tested/assessed to identify potential access arrangement requirements
- centre fails to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010
- evidence of need and evidence to support normal way of working not collated

Pre-exams

- approval for access arrangements not applied for to the awarding body
- centre-delegated arrangements not put in place
- modified paper requirements not identified in a timely manner to enable ordering to meet external deadline
- staff (facilitators) providing support to access arrangement candidates not allocated and trained

Exam time

- access arrangement candidate support not arranged for exam rooms

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

Matt Lynch (Deputy Headteacher) takes over these key tasks assisted by the EO as needed.

Matt Lynch, together with rest of SMT, discusses each task and assigns SMT member or other member of staff to tasks.

3. Teaching staff extended absence at a critical stage of the exam cycle

Criteria for implementation of the plan Key tasks not undertaken including:

- Early/estimated entry information not provided to the exams officer on time; resulting in pre-release information not being received
- Final entry information not provided to the exams officer on time; resulting in candidates not being entered for exams/assessments or being entered late/late or other penalty fees being charged by awarding bodies
- Non-examination assessment tasks not set/issued/taken by candidates as scheduled
- Candidates not being informed of centre assessed marks before marks are submitted to the awarding body and therefore not being able to consider appealing internal assessment decisions and requesting a review of the centre's marking
- Internal assessment marks and candidates' work not provided to meet awarding body submission deadlines

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

In the event of the HoD/subject staff being absent for an extended time the EO through forward planning and by working with the data lead and other staff where necessary will have sufficient information to make early/estimated entries on time. In the unlikely event this cannot be done the awarding body should be informed, early/estimated entries made as soon as possible and pre-release material downloaded from awarding body websites.

In the event of the HoD/subject staff being absent for an extended time the EO through forward planning and by working with the data lead and other subject teachers where necessary will have sufficient information to make final entries before deadlines are reached. Amendments to entries can be made by the EO after the deadline if necessary.

In the event of the HoD being absent for an extended time other staff in the department would ensure NEA tasks are set/issued/taken by candidates

as scheduled and internal assessment marks and candidates work are provided to meet Board submission deadlines, assisted as needed by the EO.

In the event of other staff of a department being absent the HoD would issue NEA tasks to their classes, mark candidates work, submit assessment marks and work to meet awarding body deadlines. If submission deadlines are missed the EO will inform the awarding body and follow their advice.

4. Invigilators - lack of appropriately trained invigilators or invigilator absence

Criteria for implementation of the plan

- Failure to recruit and train sufficient invigilators to conduct exams

- Invigilator shortage on peak exam days
- Invigilator absence on the day of an exam

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

Advertise to recruit invigilators in early spring locally via local magazines and school newsletters to minimise the risk of insufficient invigilators.

If insufficient invigilators are recruited, or there is an invigilator shortage on peak exam days, train and use cover assistants, admin staff, and SMT to act as invigilators and/or contact exam invigilation recruitment agencies if necessary. Invite teaching staff to train as invigilators if there is still a shortage. Contact the Awarding body for advice if the shortage cannot be rectified.

EO to contact invigilators if they have not arrived 20 minutes before the scheduled exam time and to arrange a local replacement if needed. If a replacement invigilator is not possible use cover assistants, admin staff or SMT.

5. Exam rooms - lack of appropriate rooms or main venue(s) unavailable at short notice

Criteria for implementation of the plan

- Exams officer unable to identify sufficient/appropriate rooms during exams timetable planning
- Insufficient rooms available on peak exam days
- Main exam venues unavailable due to an unexpected incident at exam time

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- (where main exam venue(s) unavailable due to an unexpected incident at exam time) where possible, make use of other available rooms within the centre, prioritising candidates whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned
- identify whether the exam or timetabled assessment can be sat at an alternative venue, in agreement with the relevant awarding body
- (where main exam venue(s) unavailable due to an unexpected incident at exam time) where possible, move to alternative venue, prioritising candidates whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned

Alternative venue details: Pate's Grammar School,
Princess Elizabeth Way,
Cheltenham, GL51
OHG

- communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or to the venue

Communication details: An email will be sent to both candidates (and where appropriate, parents/carers). If very short notice the candidate will be telephoned.

- ensure the secure transportation of question papers or assessment materials to the alternative venue
- (after the exam) consider whether any candidate's ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

Other centre actions:

If alternative venue unavailable: the EO discusses the situation with the Head of Centre who, if appropriate, considers the possibility of using other venues such as a local church hall, local community hall or local sports hall.

If other venues are to be used Jcq Centre Inspection Service are informed using the Jcq Alternative Site form at least six weeks before the start of the examination series in accordance with Instructions for Conducting Examinations (section 5.3). Contact relevant awarding bodies for advice and follow their instructions, eg share facilities with another centre, using other venues such as a local church hall, local community hall or local sports hall. Communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or venue.

Communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or to the venue

6. Cyber-attack

Criteria for implementation of the plan

- Where a cyber-attack may compromise any aspect of delivery

Other criteria:

No other criteria identified

Centre actions to mitigate the impact of the disruption listed above The centre

will:

The Centre has an ICT Backup and Failure Contingency Plan see this for further detail. [printed copy only kept on file in Exams Policy folder for security reasons. ICT Manager, Matt Hopton has access to electronic version only]

7. Failure of IT systems

Criteria for implementation of the plan

- MIS/IT system failure at final entry deadline
- MIS/IT system failure during exams preparation
- MIS/IT system failure at results release time

Other criteria:

No other criteria identified

Centre actions to mitigate the impact of the disruption listed above The centre

will:

Make entries at least two weeks before the final entry deadline to avoid problems with MIS system failure at the final entry deadline.

In the event of a primary failure, MIS system can be made available on a laptop via a replica copy.

Should the school site be unavailable, the MIS system can be made available from a home computer.

8. Emergency evacuation of the exam room (or centre lockdown)

Criteria for implementation of the plan

- Whole centre evacuation (or lockdown) during exam time due to serious incident resulting in exam candidates being unable to start, proceed with or complete their exams

Other criteria:

No other criteria identified.

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- refer to and invoke its (exams) emergency evacuation policy/procedure in line with JCQ's 'Centre emergency evacuation procedure' (or its (exams) lockdown policy)
- contact the relevant awarding body as soon as possible and follow its instructions
- where accommodation is limited, prioritise candidates whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned
- (after the exam) consider whether any candidate's ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

Other centre actions:

Follow Sir Thomas Richs' Emergency evacuation procedure policy (Exams).

In the event of a centre lockdown:

Follow the procedure as described in Sir Thomas Richs' Emergency and Crisis plan.

9. Disruption of teaching time in the weeks before an exam - centre closed for an extended period

Criteria for implementation of the plan

- Centre closed or candidates are unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning

Other criteria:

The centre to communicate with parents, carers and candidates regarding solutions to the issue. [JCP scenario 1].

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- recognise it remains the responsibility of the centre to prepare students, as usual, for examinations
- facilitate alternative methods of learning
- communicate with candidates (and where appropriate, parents/carers) information relating to alternative methods of learning

Communication details: An email will be sent to both candidates (and where appropriate, parents/carers). If very short notice the candidate will be telephoned.

- take advice offered by the awarding body regarding alternative arrangements for conducting examinations that may be available
- take advice offered by the awarding body on the options for candidates who have not been able to take scheduled examinations
- advise candidates, where appropriate, of the opportunities to take their exam or assessment at a later date

Other centre actions:

Prioritise candidates who will be facing examinations shortly.

Open for examinations and examination candidates only, if possible.

Use alternative venues in agreement with relevant awarding bodies (e.g. share facilities with other centres or use other public buildings if possible).

Arrange for work to be sent home, use of SharePoint (e.g. departmental PowerPoints, Satchel One, online teaching using Microsoft Teams with textbooks and external tuition as appropriate).

Advise candidates, where appropriate, to sit examinations in the next available series e.g. GCSE Religious Studies short course.

10. Candidates may not be able to take examinations - centre remains open

Criteria for implementation of the plan

- Candidates may not be able to attend the examination centre to take examinations as normal

Other criteria:

The centre to communicate with relevant awarding organisations at the outset to make them aware of the issue.

The centre to communicate with parents, carers and candidates regarding solutions to the issue. [JCP scenario 2].

Centre actions to mitigate the impact of the disruption listed above The centre

will:

- take advice offered by the awarding body on the options for candidates who have not been able to take scheduled examinations
- discuss alternative arrangements with the awarding body if a candidate misses an exam or loses their assessment due to an emergency, or other event, outside of the candidate's control
- identify whether the exam or timetabled assessment can be sat at an alternative venue, in agreement with the relevant awarding body, ensuring the secure transportation of questions papers or assessment materials to the alternative venue
- communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or to the venue

Communication details: An email will be sent to both candidates (and where appropriate, parents/carers).

If very short notice the candidate will be telephoned.

Consider whether any candidates' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

- consider whether any candidates' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

Other centre actions:

Consider moving the starting times of the examination for all candidates (see section 6.2 of the JCQ publication Instructions for conducting examinations).

Be aware of the rules for very late arrivals (see section 21 of the JCQ publication Instructions for conducting examinations).

Liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with the relevant awarding bodies, if appropriate.

If candidates who are unable to sit the examination meet the criteria, special consideration through absence for acceptable reasons is an option.

Apply to awarding bodies for special consideration for candidates where they have met the minimum requirements i.e. have been fully prepared, have covered the whole course and have taken a minimum of 25% of the qualification assessments but are affected by adverse circumstances beyond their control.

Call the relevant awarding body if additional support or guidance is required in the event of disruption to examinations (see Chapter 4 of the JCQ publication A guide to the special consideration process: <https://www.jcq.org.uk/exams-office/access-arrangements-and-specialconsideration/regulations-and-guidance>).

11. Centre may not be able to open as normal during the examination period

(including in the event of the centre being unavailable for examinations owing to an unforeseen emergency)

Criteria for implementation of the plan

- Centre may not be able to open as normal for scheduled examinations

Other criteria:

A centre which is unable to open as normal for examinations must inform each awarding organisation with which examinations are due to be taken as soon as is possible. [JCP scenario 5].

Centre actions to mitigate the impact of the disruption listed above The centre will:

- take advice, or follow instructions, from relevant local or national agencies in deciding whether the centre is able to open
- contact the relevant awarding body as soon as possible and follow its instructions (This could include implementing alternative arrangements for the conducting of examinations and notifying the JCQ Centre Inspection Service of an alternative site arrangement by submitting the JCQ Alternative Site form online, using the Centre Admin Portal (CAP).)
- contact the relevant awarding body as soon as possible and follow its instructions
- discuss alternative arrangements with the awarding body if the exam or assessment cannot take place
- follow guidance provided by the awarding body on the conduct of examinations in such circumstances
- where accommodation is limited, prioritise candidates whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned
- communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or to the venue

Alternative venue details: Pate's Grammar School,
Princess Elizabeth Way,
Cheltenham, GL51
0HG

Communication details: An email will be sent to both candidates (and where appropriate, parents/carers).

If very short notice the candidate will be telephoned.

Consider whether any candidates' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

- consider whether any candidates' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply for special consideration

Other centre actions:

Offer candidates an opportunity to sit any examinations missed at the next available series, if appropriate.

12. Disruption in the distribution of examination papers

Criteria for implementation of the plan

- Disruption to the distribution of examination papers to the centre in advance of examinations

Other criteria:

The centre to communicate with awarding organisations to organise alternative delivery of papers. [JCP scenario 3].

Centre actions to mitigate the impact of the disruption listed above The centre

will:

- liaise with awarding bodies regarding the provision of electronic access to examination papers via a secure external network and will ensure when copies are received/made these are stored under secure conditions
- follow guidance provided by the awarding body on the conduct of examinations in such circumstances
- understand that as a last resort, and in close collaboration with centres and regulators, awarding organisations will consider scheduling of the examination on an alternative date
- communicate with candidates (and where appropriate, parents/carers) any changes to the exam or assessment timetable or to the venue

Other centre actions:

In the event of a wrong set of examination papers being delivered to the centre they should be stored under secure conditions and the EO should contact the awarding body to inform them of the problem.

In the event that a set of examination papers are missing from a delivery the EO should contact the awarding body immediately to inform them of the problem.

In the event that a set of papers has not been received two working days before the examination date the EO must contact the awarding body to arrange alternative delivery of the papers by courier or electronically. In the event that papers are sent electronically the EO must ensure copies are received, made and stored under secure conditions.

13. Disruption to transporting completed examination scripts

Criteria for implementation of the plan

- Delay in normal collection arrangements for completed examination scripts/assessment evidence

Other criteria:

The centre to communicate with the collection agency/relevant awarding organisations to resolve the issue. [JCP scenario 4].

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- where examinations are part of the national 'yellow label' service or where awarding organisations arrange collections, seek advice from the relevant awarding organisations and will not make its own arrangements for transportation unless told to do so by the awarding organisation
- for any examinations where the centre makes its own arrangements for transportation, investigate alternative dispatch options that comply with the requirements detailed in the JCQ **Instructions for conducting examinations**
- ensure the secure storage of completed examination scripts until collection

Other centre actions:

The EO seeks advice from the awarding body regarding collection if the scripts cannot be collected the next day.

14. Assessment evidence is not available to be marked

Criteria for implementation of the plan

- Large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked
- Completed examination scripts/assessment evidence does not reach awarding organisations

Other criteria:

It is the responsibility of the head of centre to communicate this immediately to the relevant awarding organisation(s) and subsequently to students and their parents or carers. [JCP scenario 6].

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- liaise with the awarding body to determine if candidate marks for affected assessments may be able to be generated based on other appropriate evidence of candidate achievement as defined by the awarding body
- where marks cannot be generated by awarding body, inform candidates they may need to retake the affected assessment in a subsequent assessment series

Other centre actions:

The Head of Centre communicates this immediately to the relevant awarding bodies and subsequently to students and their parents or carers.

The EO applies to awarding bodies for special consideration for candidates where they have met the minimum requirements i.e. have been fully prepared, have covered the whole course and have taken a minimum of 25% of the qualification assessments.

15. Centre unable to distribute results as normal (including in the event of the centre being unavailable on results day owing to an unforeseen emergency) or facilitate post-results services

Criteria for implementation of the plan

- Centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services

Other criteria:

Centres to contact awarding organisations about alternative options. [JCP scenario 11].

Centre actions to mitigate the impact of the disruption listed above

The centre will:

- make arrangements to access its results at an alternative venue/share facilities with another centre if this is possible, in agreement with the relevant awarding body
- make arrangements to coordinate access to post-results services from an alternative venue

Alternative venue details: Pate's Grammar School,
Princess Elizabeth Way,
Cheltenham,
GL51 0HG

- make arrangements to make post-results requests at an alternative location
- contact the relevant awarding body if electronic post-results requests are not possible

- inform candidates of any alternative arrangements in place for the distribution of results and the facilitation of post-results services

Communication details: An email will be sent to both candidates (and where appropriate, parents/carers). If very short notice the candidate will be telephoned.

Other centre actions:

Contact the relevant awarding organisation if electronic post results requests are not possible.

Share facilities with other centres if this is possible, in agreement with the relevant awarding organisation.). Prioritise candidates going through UCAS.

16. Any other cause of disruption to the exam process

Cause of disruption

No further causes identified

Centre actions to mitigate the impact of the disruption listed above

Not applicable.

Changes 2023/2024

(Updated) Under **Purpose of the plan** by adding: this plan is also informed by: the JCQ document **Preparing for disruption to examinations** (Effective from 1 September 2023).

(Changed) This plan also confirms [centre name's] compliance with JCQ's **General Regulations for Approved Centres** (section 5.3) that the centre has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. (To) This plan also confirms [centre name's] compliance with JCQ's **General Regulations for Approved Centres** (section 5.3) that the centre has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, examinations officer or SENCO is absent at a critical stage of the examination cycle.

(Changed) Under **Operating across more than one centre**: As the head of centre and/or exams officer operates across more than one centre, the head of centre will ensure there is suitable support in place, so they can meet their obligations in relation to the recruitment, selection and training of staff across the centres for which they are responsible (To) As the head of centre and/or examinations officer operates across more than one centre, the head of centre will ensure there is suitable senior leadership team support in place, so they can meet their obligations across all centres for which they are responsible in relation to recruitment, selection, training and support of staff.

(Added new section) **National Centre Number Register and other information requirements**

(Changed) Titles of **possible causes of disruption 1-3** from: absence at key points in the exam process (cycle) (To) absence a critical stage of the exam cycle

(Changed) Title of **cause 10** from: Candidates at risk of being unable to take examinations - centre remains open (To) Candidates may not be able to take examinations - centre remains open

(Changed) Title of **cause 11** from: Centre at risk of being unable to open as normal during the examination period (To) Centre may not be able to open as normal during the examination period

(Added) To centre actions in **cause 11**: This could include implementing alternative arrangements for the conducting of examinations and notifying the JCQ Centre Inspection Service of an alternative site arrangement by submitting the JCQ Alternative Site form online, using the Centre Admin Portal (CAP).

(Reworded) Centre actions in **cause 13**

(Updated where relevant) **Further guidance to inform procedures and implement contingency planning**

(Further updated on 07/10/2023 to reflect the update on 05/10/2023 to the **Exam system contingency plan: England, Wales and Northern Ireland**)

(Further updated 16/10/2023) (Added) Under **Purpose of the plan** - Head of centre absence at a critical stage of the exam cycle

(Further updated 10/11/2023) Under **Further guidance to inform procedures and implement contingency planning** to include links to new JCQ publications - *Guidance for centres on cyber security* and *Information for centres affected by RAAC – the delivery of non-examination assessments and the special consideration process*

Centre-specific changes

Assistant SENCO changed to Matt Lynch (Deputy Headteacher)

Further guidance to inform procedures and implement contingency planning

DfE

Meeting digital and technology standards in schools and colleges

- [Cyber Security Standards in schools and colleges](#)

- [Cyber crime and cyber security: a guide for education providers](#)
- [DfE Cyber Security Guidance - March 2023](#)

Ofqual

Ofqual guidance extract taken directly from the **Exam system contingency plan: England, Wales and Northern Ireland - What schools and colleges and other centres should do if exams or other assessments are seriously disrupted** (last updated 5 October 2023) www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/what-schools-and-colleges-should-do-if-exams-or-other-assessments-are-seriously-disrupted

"This document was updated in October 2023 to include Ofqual's final decisions on long-term resilience arrangements, and the Department for Education (DfE)'s guidance for education settings with confirmed reinforced autoclaved aerated concrete (RAAC).

In addition to this guidance, you will need to be aware of your specific responsibilities for local and national school preparations and contingencies. You should also follow advice from relevant public health bodies.

Contingency planning

Awarding organisations are required to establish, maintain and comply with an up-to-date detailed written contingency plan, to mitigate any incident they have identified may occur. This includes having communication plans for external parties ([Ofqual General Condition of Recognition A6](#)). Schools and colleges should also be prepared for possible disruption to exams and assessments and make sure staff are aware of these plans.

Disruption to assessments or exams

In the absence of any instruction from the relevant awarding organisation, you should make sure that any exam or timetabled assessment takes place if it is possible to hold it. This may mean relocating to alternative premises. You should discuss alternative arrangements with your awarding organisation if:

- the exam or assessment cannot take place
- a student misses an exam or loses their assessment due to an emergency, or other event, outside of the student's control

You may also wish to see the [JCQ's notice to centres on exam contingency plans](#) and [JCQ's notice on preparing for disruption to examinations](#) in England, Wales and Northern Ireland for qualifications within its scope. **Steps you should take**

Exam planning

Review your contingency plans well in advance of each exam or assessment series. Consider how, if the contingency plan is invoked, you will comply with the awarding organisation's requirements.

Schools, colleges and other exam centres must speak to the relevant awarding organisations as soon as possible if they are expecting any disruption that might affect the sitting of exams and assessments.

In the event of disruption

- Contact the relevant awarding organisation and follow its instructions.
- Take advice, or follow instructions, from relevant local or national agencies in deciding whether your centre is able to open.
- Identify whether the exam or timetabled assessment can be sat at an alternative venue, in agreement with the relevant awarding organisation, ensuring the secure transportation of questions papers or assessment materials to the alternative venue.
- Where accommodation is limited, prioritise students whose progression will be severely delayed if they do not take their exam or timetabled assessment when planned.
- In the event of an evacuation during an examination please refer to JCQ's [Centre emergency evacuation procedure](#).
- Communicate with students, parents and carers any changes to the exam or assessment timetable or to the venue.

- Communicate with any external assessors or relevant third parties regarding any changes to the exam or assessment timetable.

After the exam

- Consider whether any students' ability to take the assessment or demonstrate their level of attainment has been materially affected and, if so, apply to the relevant awarding organisation for special consideration.
- Advise students, where appropriate, of the opportunities to take their exam or assessment at a later date.
- Ensure that scripts are stored under secure conditions.
- Return scripts to awarding organisations in line with their instructions. Never make alternative arrangements for the transportation of completed exam scripts, unless told to do so by the awarding organisation.

Steps the awarding organisation should take Exam planning

- Establish and maintain, and at all times comply with, an up-to-date, written contingency plan.
- Ensure that the arrangements in place with centres and other third parties enable them to deliver and award qualifications in accordance with their conditions of recognition.

In the event of disruption

- Take all reasonable steps to mitigate any adverse effect, in relation to their qualifications, arising from any disruption.
- Provide effective guidance to any of their centres delivering qualifications.
- Ensure that where an assessment must be completed under specified conditions, students are able to complete the assessment under those conditions (other than where any reasonable adjustments or special considerations require alternative conditions).
- Promptly notify the relevant regulators about any event which could have an adverse effect on students, standards or public confidence.
- Coordinate its communications with the relevant regulators where the disruption has an impact on multiple centres or a wide range of learners.

After the exam

Consider any requests for special consideration for affected students; for example, those who may have lost their internally assessed work or whose performance in assessments or exams could have been affected by the disruption.

If any students miss an exam or are disadvantaged by the disruption

If some of the students have been adversely affected by the disruption, you should ask the awarding organisation about applying for special consideration.

Decisions about special consideration, when it is or is not appropriate, is for each awarding organisation to make. Their decisions might be different for different qualifications and for different subjects, depending on their specific policies. See also [JCO's guidance on special consideration](#)

Wider communications

The regulators, [Ofqual](#) in England, [Qualifications Wales](#) in Wales and [CCEA Regulation](#) in Northern Ireland, will share timely and accurate information, as required, with awarding organisations, government departments and other stakeholders.

The [DfE in England](#), the [DfE in Northern Ireland](#), and the [Welsh Government](#) will inform the relevant government ministers as soon as it becomes apparent that there will be significant local or national disruption, and ensure that they are kept updated until the matter is resolved.

Awarding organisations will alert the [Universities and Colleges Admissions Service \(UCAS\)](#) and the [Central Applications Office \(CAO\)](#) about any impact of the disruption on their deadlines and liaise regarding student progression to further and higher education.

Awarding organisations will alert relevant professional bodies or employer groups if the impact of disruption particularly affects them.

Widespread national disruption to the taking of examinations or assessments

As education is devolved, in the event of any widespread sustained national disruption to examinations or assessments, national government departments will communicate with regulators, awarding organisations and centres prior to a public announcement. Regulators will provide advice to government departments on implications for examinations and assessments, including exam timetables.

In September 2023, Ofqual and the DfE published [joint consultation decisions on long-term resilience arrangements](#). As in 2023, Ofqual has provided [guidance on collecting evidence of student performance to ensure resilience in the qualifications system](#) for students entering GCSEs, AS and A levels, the Advanced Extension Award and Project qualifications. For VTQs and other qualifications used alongside or instead of GCSEs, AS and A levels, awarding organisations will provide guidance where needed and will contact schools and colleges with more information.

In December 2022, Qualifications Wales published [guidance for contingency assessment arrangements](#) for GCSEs, AS and A levels and Skills Challenge Certificates in the event that a national decision is made to cancel exams. This guidance is still relevant for the current academic year.

The DfE has updated its guidance on [handling strike action in schools](#) in England in light of the industrial action in 2023. The guidance recommends schools should prioritise the running of examinations and assessments on any strike days, and should review their contingency plans to make this happen. Schools, colleges and other exam centres must speak to the relevant awarding organisations if they are expecting any disruption that might affect the sitting of exams and assessments.

The DfE has also issued [guidance for education settings with confirmed reinforced autoclaved aerated concrete \(RAAC\)](#) in their buildings. It includes the need for contingencies for possible disruption to examinations and links to the existing emergency planning guidance.

We will update this page as necessary, with any further relevant links, should national disruption occur.

General contingency guidance

- [emergency planning and response for education, childcare and children's social care settings](#) from the DfE in England
- [handling strike action in schools](#) from the DfE in England
- [school organisation: local-authority-maintained schools](#) from the DfE in England
- [reinforced autoclaved aerated concrete: guidance for education settings with confirmed RAAC](#) from the DfE in England
- [exceptional closure days](#) from the Department of Education in Northern Ireland
- [checklist - exceptional closure of schools](#) from the Department of Education in Northern Ireland
- [school terms and school closures](#) from NI Direct
- [opening schools as well as childcare and play settings in extreme bad weather and extreme hot weather](#) - guidance for schools from the Welsh Government
- [emergency planning and response guidance for education and childcare settings](#)- guidance for schools and education settings from the Welsh Government
- [police guidance](#) from National Counter Terrorism Security Office and partners on preparing for threats
- [cyber security guidance for schools and colleges](#) from the National Cyber Security Centre"

JCQ

JCQ guidance taken directly from [Instructions for conducting examinations 2023-2024](#) section 15, **Contingency planning**

"15.1 The qualification regulators, awarding bodies and government departments responsible for education have prepared and agreed information for schools and colleges in the event of examinations being seriously disrupted. This jointly agreed information will ensure consistency of response in the event of major disruption to the examinations system affecting significant numbers of candidates.

Further information may be found at: www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland

15.2 In addition, awarding bodies have their own well-established contingency plans in place to respond to disruptions. It is important that exams officers who are facing disruption liaise directly with the relevant awarding body/bodies.

15.3 All centres must have a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or where the head of centre, examinations officer or SENCo is absent at a critical stage of the examination cycle. The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

All relevant centre staff must be familiar with the examination contingency plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.

15.4 In the event that the head of centre decides the centre cannot be opened for scheduled examinations, the relevant awarding body must be informed as soon as possible. Awarding bodies will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for candidates who have not been able to take scheduled examinations.

15.5 The awarding bodies will designate 'contingency sessions' for examinations, summer 2024. This is consistent with the qualification regulators' document *Exam system contingency plan: England, Wales and Northern Ireland* - www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland

The designation of 'contingency sessions' within the common examination timetable is in the event of national or significant local disruption to examinations. It is part of the awarding bodies' standard contingency planning for examinations.

In the event that there is national disruption to a day of examinations in summer 2024, the awarding bodies will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact. As a last resort the affected examinations will be rescheduled. Although every effort would be taken to keep the impact to a minimum, it is possible that there could be more than one timetable date affected following the disruption, up to and including the last contingency day. Centres will be alerted if it was agreed to reschedule the examinations and the affected candidates will be expected to make themselves available in such circumstances. The decision regarding the re-scheduling of examinations will always rest with the awarding body. The centre must conduct the examination on the scheduled date unless instructed to do otherwise by the awarding body.

Where candidates choose not to be available for the rescheduled examination(s) for reasons other than those traditionally covered by special consideration, they will not be eligible for enhanced grading arrangements. Centres must therefore ensure candidates and parents are aware of the contingency arrangements so that they may take them into account when making their plans for the summer. However, the awarding bodies will not insist upon candidates being available throughout the entire timetable period as a matter of course."

Links to other JCQ documentation

[JCQ Joint Contingency Plan](#)

[JCQ Preparing for disruption to examinations](#)

[JCQ Notice to Centres - exam contingency plan](#)

[General Regulations for Approved Centres](#)

[Guidance notes on alternative site arrangements](#)

[Guidance notes for transferred candidates](#)

[Instructions for conducting examinations](#)

[A guide to the special consideration process](#)

[Guidance for centres on cyber security](#) (Effective from November 2023)

[Information for centres affected by RAAC – the delivery of non-examination assessments and the special consideration process](#)

GOV.UK

[Emergency planning and response](#): Exam and assessment disruption

[Dispatch of exam scripts guide](#): Ensuring the service runs smoothly; Contingency planning **Wales**

[School closures: examinations](#)

[Opening schools in extremely bad weather and extreme hot weather](#)

Northern Ireland

[Exceptional closure days](#)

[Checklist - exceptional closure of schools](#)

National Cyber Security Centre

The NCSC's free [Web Check](#) and [Mail Check](#) services can help protect schools from cyber-attacks. Two NCSC cyber security services, which are already helping thousands of organisations to protect their websites and email servers from cyber-attacks, are now available to **all UK schools**. Both tools are available free of charge, are quick to set up, and thereafter run automatically. More information is available from the [NCSC website](#).

The Department for Education has been asking centres to review **National Cyber Security Centre advice** following increasing number of cyber-attacks involving ransomware infections. The NCSC information supports centres in cyber security preparedness and mitigation work.

Ransomware attacks continue and the Department is reminding centres to review the NCSC advice and to take precautions. This includes ensuring that you have backups in place for your key services and data.

For ease of reference, the Department has highlighted key links relating to the NCSC cyber security guidance below:

- [Further ransomware attacks on UK education by cyber criminals](#)
- [Ransomware advice and guidance for your IT teams to implement](#)
- [Offline backups in an online world](#)
- [Backing up your data](#)
- [Practical resources to help schools improve their cyber security](#)
- [Building Resilience: Ransomware, the risk to schools and ways to prevent it](#)
- [School staff offered training to help shore up cyber defences](#)