



# Examination and Invigilation Policy

January 2025

## 1. Introduction

The Retrofit Academy CIC (TRA) is committed to ensuring that the examination management and administration process is run effectively and efficiently.

This policy will ensure that all:

- Aspects of the TRA's examination process is documented according to GDPR and confidentiality legislation.
- Other relevant examination related policies, procedures and plans are signposted.
- TRA staff involved in the examination process are thoroughly inducted and trained, and clearly understand their roles and responsibilities.
- Examinations and assessments are conducted in accordance with relevant awarding body regulations, guidance and instructions

## 2. Examination and controlled assessment-staff responsibilities

### 2.1 Directors:

- Overall responsibility for TRA as an exam centre.
- Manage any investigations and appeals in cases of disputation or malpractice.
- Account for income and expenditures relating to all exam costs/charges.
- Map annual resources to accommodate examination and assessment requirements liaising with relevant staff to resolve issues requiring specific facilities e.g., rooms, IT networks etc.

### 2.2 Quality Manager:

- Target setting and performance analysis.
- Evaluation of examination operations.
- Ensure candidates are registered with Awarding Body for the exams they are undertaking,
- Prepare internal quality assurance and external verification.
- Ensure overall safety of staff and candidates in the centre.
- Download confidential materials/tasks set by awarding bodies in sufficient time and distribute.
- Submit them to the relevant awarding bodies along with evidence material.
- Accountable for safe and secure conduct of internal and external exams, and controlled assessments in the exam centre/venue

- Access arrangements and special considerations and adhere to guidance relating to candidates who are eligible for adjustments in examinations.
- Organise the recruitment, training and supervising of a team of exam invigilators responsible for the conduct of exams.
- Ensure candidates receive information, advice and guidance on the subjects they undertake and on exam entries or amendments to entries

## 2.3 IQA:

- Ensure all candidates have been effectively prepared for examinations by tutors/assessors.
- Standardise internal marking of personnel involved in assessing internally assessed components.
- Where an assessor will not be supervising the controlled assessment, arrange for a suitable cover, in line with the awarding body specification.
- Ensure that assessor understand their responsibilities regarding controlled assessment and the requirements of the awarding body's specification.
- Supervise assessments, observe assessors/assessment, and provide suitable training or feedback.

## 2.4 Tutors/Assessors

- Ensure candidates are informed of and understand all aspects of exam that affect them, including timetable, deadlines, rules, procedure, appeals etc.
- Ensure assessments comply with awarding bodies' subject-specific regulations and instructions.
- Mark internally assessed components using the marking schemes provided by the awarding body, and submit the marks to the awarding body (when required).
- Document suspected or actual incidents of malpractice in examinations and assessments and report them to the Operations Manager, who will investigate and report to a TRA chief officer for further action.
- Retain candidates' work securely between assessment sessions (if more than one).
- Post-completion, retain candidates' work securely until the closing date for enquiries about results. In the event that an enquiry is submitted, retain candidates work securely until the outcome of the enquiry and any subsequent appeal has been conveyed to the centre.
- Ensure that learners and assessors sign authentication forms on completion of an assessment.

## 2.5 Administrators/Invigilators

- Liaise with Operations Manager to plan and publish periodic examination, assessment arrangements and timetabling.
- Receive, check and store securely all confidential and exam papers and completed scripts.
- Follow checking procedures to ensure accuracy of entries before they are sent to Awarding Organisations.
- Arrange for dissemination of exam results and certificates to candidates, in consultation with Operations Manager, and handle any appeals/re-mark requests.
- Adhere to the rules and regulations required by the relevant awarding bodies as set out in their policies and procedures.
- Ensure all fees for retakes are paid to TRA before the deadline set.
- Be aware that failure to comply with the exam/assessment rules may result in incurring extra fees, withdrawal or disqualification from the exam

## 3. Exam/assessment requirements

### 3.1 Schedules

- The schedule for exams or assessment is available from the operations team and are based around the requirements of a specific qualification or course. All Awarding Organisation exams are held under their exam conditions.

### 3.2 Exam/assessment fees

- All courses initial registration and entry exam fees are paid by the learner unless otherwise specified.
- If learner fails a first exam/assessment, re-sitting fees will apply as per the awarding body.
- Reimbursement will be sought from candidates who fail to sit an exam/assessment or meet the necessary coursework requirements unless an explanation acceptable to TRA, such as an advance written medical evidence is provided.

### 3.3 Special requirements

- A candidate's special needs requirements are determined by the Quality Manager (reports from GP or relevant authority may be required).
- The Quality Manager will inform the tutors and assessors of the candidates with special educational needs who are embarking on a course leading to an exam/assessment, and suitable arrangements maybe facilitated according to Awarding Organisation guidelines

### 3.4 Access arrangements

- Making special arrangements for candidates to take exams/assessments is the responsibility of the Quality Manager.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Operations Manager.
- Invigilation and support for access arrangement candidates will be organised by the Quality Manager.

## 4. Managing Administrators/Invigilators and exam days

### 4.1 Managing invigilators

- The recruitment, training and deployment of invigilators is the responsibility of the Quality Manager.
- Securing the necessary DBS clearance for invigilators is the responsibility of the Operations Manager.
- Invigilators are timetabled and briefed by the Quality Manager.
- All new invigilators are required to be observed during the first two months and annually thereafter to ensure Awarding Organisation guidance is being followed.
- Existing invigilators should be observed at least once a year.
- All observations are carried out by a designated and qualified member of staff.
- Exam papers must not be read by subject tutors or removed from the exam room before the end of a session

#### 4.1 Managing candidates

- TRA's published rules on acceptable behavior and candidates' use of mobile phones and all electronic devices apply at all times.
- Candidates' personal belongings remain their own responsibility and TRA accepts no liability for their loss or damage.
- Mobile phones are not allowed in the exam room – and a notice poster is displayed outside of the door - failure to comply will result in disqualification from the paper or subject.
- Disruptive candidates are dealt with in accordance with relevant awarding body guidelines.
- If a learner is disruptive a malpractice statement will be completed by the member of staff, or invigilator, witnessing the disruption.
- Candidates leaving the exam room for medical, or emergency reasons must be accompanied by a member of staff.
- The Operations Manager will contact candidates who are late for their exams, or do not turn up at all.

#### 4.2 Special consideration

Should a candidate be too ill to sit an exam/assessment, suffer bereavement or other trauma or be taken ill during the exam itself, it is the candidate's responsibility to alert TRA to that effect.

Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example a letter from the candidate's doctor.

The Quality Manager will then forward a completed special consideration form to the relevant awarding body within seven days of the exam.

#### 4.3 Coursework and appeals against internal assessments coursework

- Candidates who have to prepare portfolios should do so before the end of the set deadline.
- Quality Manager will ensure all coursework is available at the correct time and will keep a record of what has been sent when and to whom.
- Appeals against internal assessments. In the event of a concern about internal assessment procedures or outcomes should be in line with TRA's Appeals Policy and procedures.

#### 4.4 Results, enquiries about results (EARs) and certificates

- Candidates will receive individual results via email from a member of TRA operations team.
- Depending on the form of assessment, candidates will receive feedback on their results.
- If a result is queried, a Senior Manager will investigate the feasibility of asking for a reassessment at the centre's expense.
- Certificates are posted to candidates by TRA.
- Certificates may be withheld from candidates who owe fees.
- The centre retains unclaimed certificates for 2 years.

### 5. Examination contingencies

- This is about examining potential risks and issues that could cause disruption to the management and administration of the exam or assessment 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.
- In the absence of any instruction from the relevant awarding organisation TRA will assume that any exam or timetabled assessment should take place if it is possible for it to do so.
- In the event of a fire alarm or bomb alert sounding (or any other emergency situation arising) during an examination, the first priority of the invigilators is to preserve life. The next priority is to ensure the security of the examination.
- In the event of an emergency or fire alarm sounding, the responsible member of staff will assess the situation and give further instructions.

### Contact us

Anyone who would like to feedback on this strategy, or have any queries about its content, please contact us on:

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## Related Policies

- Complaints Policy
- Appeals policy and procedures.
- Malpractice and maladministration Policy
- Plagiarism policy
- Data protection policy
- Any other policy that may be affected by examination and invigilation.