



Examinations 2021-2022

Guidance for Students and Parents

**Centre Name: The Whitehaven Academy
Exam Centre Number: 42233**

CONTENTS

Introduction

Internal Appeals Procedure

JCQ Information for Candidates

Before the Examinations:

Statements of Entry
Candidate Number
UCI
ULN
Data Protection & Privacy Notice from JCQ
Timetables
Equipment

During the Examinations:

Examination Regulations
Attendance at Examinations
Invigilators
Absence from Examinations

After the Examinations:

Notification of Results
Post Results
Presentation of Certificates

Frequently Asked Questions

Contact Details and Exam Board Websites

Appendices:

Appendix 1	Internal Appeals Procedure
Appendix 2	Warning to Candidates
Appendix 3	Unauthorised Items

INTRODUCTION

It is the aim of The Whitehaven Academy to make the examination experience as stress-free and successful as possible for all candidates.

Hopefully, this booklet will prove informative and helpful for you and your parents. Please read it carefully and show it to your parents so that they are also aware of the examination regulations and the procedures to follow in the event of any problems occurring.

JCQ Information for Candidates:

The awarding bodies (or examination boards) set down strict criteria which must be followed for the conduct of examinations and, as an academy, we are required to follow them precisely. You should therefore, pay particular attention to the Notices to Candidates that are published on the JCQ website, if you are unable to access the following link, copies can be obtained from the exams office on request.

<https://www.jcq.org.uk/exams-office/information-for-candidates-documents/>

Internal Appeals Procedure:

The academy has an Internal Appeals Procedure in place regarding components of non-examination assessment (or units of coursework) which are internally assessed (marked) by The Whitehaven Academy and internally standardised.

If at any stage during your exam courses you have concerns about the procedures used in assessing your internally marked work for public exams – you should see the Exam Officer or Head Teacher, Mr N Youngman. **Please note, the Appeal Process will only investigate the *procedures* used by the academy, and NOT individual marks.**

If you or your parents have any queries or need help or advice at any time before, during or after the examinations please contact:

The Exam Officer (in the Exams and Data Office)

The direct exam office telephone number is: **01946 595416**

Remember – we are here to help.

GOOD LUCK!

BEFORE THE EXAMINATIONS

STATEMENTS OF ENTRY

- All Candidates receive a statement of entry from the academy indicating the subjects they are being entered for and, where applicable, the levels of entry. Please check that these are correct. Some subjects only have one tier of entry and some have Foundation or Higher tiers. Particularly check that all personal details (date of birth, spelling of names) are accurate as these will appear on certificates and it will be difficult and expensive for you to change them once certificates are awarded.

CANDIDATE NUMBER

- Each candidate has a four-digit candidate number. This is the number you will enter on examination papers. It will appear next to your name on seating plans and examination registers. You will be given a Photo Identification Card with your picture, name and candidate number on prior to your exams. You **must** bring this card with you to all exams.

UCI

- In addition to a candidate number, each candidate must have a Unique Candidate Identifier (12 numbers and 1 letter) which is shown on the top of statements of entry. Your UCI is used for administration purposes and it is **not** necessary for you to remember it.

ULN

- Your Unique Learner Number (ULN) is a 10-digit number unique to every student and obtained by schools/colleges from the Learning Records Service (LRS). From September 2013, ULNs are needed to access the Personal Learning Record (PLR) of anyone over the age of 14 who is in education or training. The PLR is an online, lifelong record of an individual's achievements which will include information about your qualifications, awards, training and learning achievements that you may collect throughout your lifetime. Using your ULN, you can access your PLR online here: <https://www.gov.uk/guidance/how-to-access-your-personal-learning-record>.
- Some of the information you supply to the academy will be used by the Skills Funding Agency to fulfil its statutory functions, issue and/or verify your Unique Learner Number (ULN) and up-date and/or check your own Personal Learning Record (PLR).
- The Skills Funding Agency may obtain and use third party reference data to assist when verifying your ULN and when checking that the data it holds about you is correct, in order to comply with the requirements of the Data Protection Act to keep your details accurate and up to date.
- The Skills Funding Agency may use your information for management and statistical purposes and for monitoring the accuracy of the information it holds about you.
- The Skills Funding Agency may share your ULN and Personal Learning Record information with other education related organisations, such as your careers service, school, college, university, Government Departments and public bodies responsible for funding your education.
- Please note that **you can opt-out** of the Skills Funding Agency sharing your Personal Learning Record. However, you cannot opt-out of the Skills Funding Agency storing your information.
- You can opt-out of sharing your participation and achievement data by contacting the LRS service desk on 0345 602 2589. You will be required to provide some personal details to confirm your identity, which may include your Unique Learner Number (ULN), so please ensure you keep a record of this.

Data Protection (GDPR) & Privacy Notice from JCQ

Full information within the policy can be found on the academy's website.

<https://www.whitehavenacademy.org.uk/key-info/policies/>

The centre will ensure that all candidate data where required by the awarding body has been supplied to the awarding bodies within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000.

Legislation on sharing information

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13.

JCQ privacy notice -

<https://www.jcq.org.uk/exams-office/information-for-candidates-documents/>

TIMETABLES

- You will receive an individual timetable showing your own specific examinations with details of date, time, and duration of exam, venue and seat number. Check it carefully. If you think something is wrong see the Exam Officer in the Exams Office.
- A few candidates might have a clash where two subjects are timetabled at the same time. The academy will make special timetable arrangements for these candidates only. If you think there is a clash on your timetable that has not been resolved, please contact the Exam Office.

EQUIPMENT

- Make sure you have all the correct equipment before your examinations including a working calculator and maths sets for those exams which require them. The academy does not have enough exam stock to cover every student so **it is your responsibility** to ensure you have all the equipment you need. Check the regulations in the Notice to Candidates and the information on the following pages if you are unsure about what is allowed.

DURING THE EXAMINATIONS

EXAMINATION REGULATIONS

- The “**Information for Candidates**”, which is issued jointly by all the Examining Boards and must be read carefully by ALL candidates, please note that breaking any of the examination rules or regulations could lead to disqualification from all subjects. The academy must report any breach of regulations to the Awarding Body.
<https://www.jcq.org.uk/exams-office/information-for-candidates-documents/>

ATTENDANCE AT EXAMINATIONS

- Candidates are responsible for checking their own timetable and arriving at the academy on the correct day and time, properly dressed and equipped. Candidates must arrive 10 minutes prior to the start time of their examination. Please wait quietly outside your exam room until you are invited to enter by the examination invigilators.
- Candidates who arrive late for an examination *may* still be admitted, but we will have to report this to the Examination Board who will decide whether to accept the paper. Listen to all instructions carefully if you arrive late. If special consideration applies then you must speak to the Examinations Officer (see ABSENCE FROM EXAMINATIONS).
- Enlarged Seating Plans are posted outside of the main exam hall for you to double check your seat number before you enter the exam. You must always have a clean copy of your individual seating statement and photo identification card for identification purposes and this should be visible to invigilators on your exam desk. If you lose yours, it is important that you replace it, and not on the morning of your exam!
- Full uniform must be worn by all students attending the academy for examinations.
- All items of equipment, pens, pencils, mathematical instruments, etc. should be visible to the invigilators at all times. You must either use a transparent pencil case or clear plastic bag.
- Pens should be **black** ink or **black** ballpoint only. No correction pens or gel pens are allowed. Highlighter pens are only to be used to highlight text in the question sections of the exam, NEVER within your written answer.
- For Mathematics and Science exams, students should make sure their calculators conform to the examination regulations. If in doubt, check with your teacher. Remove any covers or instructions and make sure batteries are new.
- Do not attempt to communicate with or distract other candidates. This can be seen as malpractice and you may have your exam paper disqualified.
- Examination regulations are very strict regarding items that may be taken into the examination room (see FAQs at the end of this booklet). If you break these rules you will be disqualified from the examination.
- **Candidates must not be in possession of the following items:**
 - **iPods;**
 - **mobile phones;**

- **MP3/4 players or similar devices;**
- **watches.**

If a mobile phone (or any other type of electronic communication or storage device) is found in your possession during an examination (even if it is turned off) it will be taken from you and a report made to the appropriate exam board. No exceptions can be made, and this will most likely result in disqualification from the exam in question or even all exams taken in the series.

- Do not write on examination desks. This is regarded as vandalism and you will be asked to pay for any damage.
- Do not draw graffiti or write offensive comments on examination papers – if you do the examination board may refuse to accept your paper or may reduce your marks.
- Listen carefully to instructions and notices read out by the invigilators – there may be amendments to the exam paper that you need to know about.
- Check you have the correct question paper – check the subject, paper and tier of entry.
- Read all instructions carefully and number your answers clearly.
- It is The Whitehaven Academy's policy that candidates must stay in the examination room for the whole duration of the exam. You will not be allowed to leave an examination room early. If you have finished the paper, use any time remaining to check over your answers and make sure that you have completed your details correctly.
- At the end of the examination **all work** must be handed in – remember to cross out any rough work. If you have used more than one answer book or loose sheets of paper, ask for a treasury tag to fasten them together in the correct order.
- Invigilators will collect your exam papers before you leave the room. Absolute silence must be maintained during this time. Remember you are still under examination conditions until you have left the room.
- Question papers, answer booklets and additional paper must **NOT** be taken from the exam room.
- Remain seated in silence until told to leave the examination room. Please leave the room quietly and show consideration for any other candidates who may still be working.
- If the **fire alarm** sounds during an examination the examination invigilators will tell you what to do. Don't panic. If you have to evacuate the room you will be asked to leave **in silence** and in the order in which you are sitting. You will be escorted to a designated assembly point. Leave everything on your desk. You must not attempt to communicate with anyone else during the evacuation. When you return to the exam room do not start writing until the invigilator tells you to. You will be allowed the full working time for the examination and a report will be sent to the awarding body detailing the incident.

INVIGILATORS

- The academy employs external invigilators to conduct the examinations. Students are expected to behave in a respectful manner towards all invigilators and follow their instructions at all times. Many of our invigilators are ex members of staff and have a vast experience of exam practice.

- Invigilators are in the examination rooms to supervise the conduct of the examination. They will distribute and collect the examination papers, tell candidates when to start and finish the examination, hand out extra writing paper if required and deal with any problems that occur during the examination, for example if a candidate is feeling ill. The invigilator can contact the exams officer by walkie-talkie at any time if an emergency arises.
- Please note that invigilators cannot discuss the examination paper with you or explain the questions.
- Pupils who are disruptive or behave in an unacceptable manner will be removed from the examination room by invigilators and members of the Senior Leadership Team.
- **If poor behaviour results in a candidate having separate invigilation, the cost of this invigilation will be passed onto parents.**

ABSENCE FROM EXAMINATIONS

- If you experience difficulties during the examination period (e.g. illness, injury, or personal problems) please inform the academy at the earliest possible point so we can help or advise you.
- Only in 'exceptional circumstances' are candidates allowed special consideration for absence from any part of an examination. It is essential that in all cases, medical or other appropriate evidence is obtained on the day by the candidate/parent and given to the Exam Officer without delay, when an application can be made for special consideration
- **Parents and candidates are reminded that the academy will require payment of entry fees should a candidate fail to attend an examination without good reason and without informing the academy.**
- Please note that misreading the timetable will not be accepted as a satisfactory explanation of absence.

AFTER THE EXAMINATIONS

NOTIFICATION OF RESULTS

Your statement of results will be available to collect from the academy:

GCSE & Level 1/2 – Thursday 25th August 2022
GCE & Level 3 – Thursday 18th August 2022

(This is not your certificate, these are issued in November)

- If you wish any other person (including family members) to collect your results on your behalf, you must give your written authorisation to the academy.
- Candidates who do not collect their results on the allocated days can collect them from the main office from Monday 5th September 2022 onwards. We cannot give results over the phone or post them out.

POST RESULTS

- If you need post-results advice, The Whitehaven Academy teaching staff will be available on Results Day.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)
This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation)
This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

FREQUENTLY ASKED QUESTIONS

Q. What do I do if there is a clash on my timetable?

The academy will re-schedule papers internally (on the same day) where there is a clash of subjects. Candidates will normally sit one paper then have a break during which they will be supervised and must not have any communication with other candidates. They will then sit the second subject paper. Correct times should be on your individual candidate timetable. If you have a clash, it may be necessary for you to bring a packed lunch if you have exams both in the morning and afternoon, as you will have to remain in isolation until all examinations are completed. If in doubt consult the Examinations Coordinator.

Q. What do I do if I think I have the wrong paper?

Invigilators will ask you to check before the exam starts. If you think something is wrong put your hand up and tell the invigilator immediately.

Q. What do I do if I forget my Candidate ID Card & Number?

Candidate Numbers are printed on seating plans, which are displayed outside exam rooms, on attendance registers and on your own individual seating timetable. Invigilators will be able to help you find your number.

Q. What do I do if I have an accident or am ill before the exam?

Inform the academy at the earliest possible point so we can help or advise you. In the case of an accident that means you are unable to write, it may be possible to provide you with a scribe to write your answers but we will need as much prior notice as possible.

You may need to obtain medical evidence (from your GP or hospital) if you wish the academy to make an appeal for Special Consideration on your behalf (see below.)

Q. What is an Appeal for Special Consideration?

Special Consideration is an adjustment to the marks or grades of a candidate who is eligible for consideration. The allowance for Special Consideration is from 0% (consideration given but addition of marks considered inappropriate) to 5% (reserved for exceptional cases). Parents should be aware that any adjustment is likely to be small and no feedback is ever provided. Candidates will only be eligible for Special Consideration if they have been fully prepared and covered the whole course but performance in the examination is affected by adverse circumstances beyond their control. Examples of such circumstances may be illness, accident or injury, bereavement or domestic crisis. The Examination Coordinator must be informed immediately, so that the necessary paperwork can be completed (within 7 days of the last exam session for each subject) and the candidate will be required to provide evidence to support such an application.

Q. What do I do if I feel ill during the exam?

Put your hand up and an invigilator will assist you. You should inform an invigilator if you feel ill before or during an exam and you feel this may have affected your performance.

Q. If I'm late can I still sit the examination?

In some situations, it **may** still be possible for you to sit the examination. You should get to the academy as quickly as possible and report to Reception. A member of staff will escort you to the exam room. You **must not enter** an examination room without permission after an examination has begun. It may not be possible to allow you any extra time if you start the examination late. If you start the exam more than 30 minutes after the published starting time, the academy must inform the exam board and it is possible that the Board may decide not to accept your work.

Q. If I miss the examination can I take it on another day?

NO. Timetables are regulated by the exam boards and you must attend on the given date and time.

Q. Do I have to wear academy uniform?

Yes. Normal academy regulations apply to uniform, hair, jewellery, make-up, etc.

Q. Can I take food and/or drink into the exam room?

Yes. Students are permitted to bring boiled sweets/cough sweets and drink into the exam hall/room, this must be in a clear bottle free of writing or labels, and the liquid must be transparent. Any food must be free of wrappers and in a clear plastic bag and be in clear sight of the invigilators either on the desk or under chair.

Q. What equipment should I bring for my exams?

For most exams you should bring at least 2 pens (**black ink only**).

For Mathematics, pencils must be used for diagrams.

For some exams you will need a calculator (Maths/Science), a 30cm ruler (marked with cm and mm), pencil sharpener and rubber, compasses, protractor, coloured pencil crayons (**not** gel pens).

You are responsible for providing your own equipment for examinations. You must not attempt to borrow equipment from another candidate during the examination.

Q. What items are not allowed into the examination room?

Only material that is listed on question papers (e.g. an anthology) is permitted in the examination room and students who are found to have any material with them that is not allowed will be reported to the appropriate examinations board. In such circumstances, a student would normally be disqualified from the paper or the subject concerned.

Bags and coats and any other items not permitted under examination regulations must be left in the care of the invigilators at the front/back of the room. Do not bring any valuables into the academy with you when you attend for an examination.

Mobile telephones **must be turned off and handed in to the invigilators or in bags at the back of the room.**

Q. Can I leave the exam early?

It is a requirement of the exam boards that you must stay in the examination room for at least one hour after the published start time of the exam (or for the duration of the exam if it is less than one hour). It is not the academy's policy to allow candidates to leave the exam room early, as this is disruptive to other candidates. A candidate may not leave the examination room without the permission of the invigilators.

Q. What do I do if the fire alarm goes?

The examination invigilators will tell you what to do. If you have to evacuate the room leave everything on your desk and leave the room in silence. You must not attempt to communicate with any other candidates during the evacuation.

Q. Can I go to the toilet during the exam?

Only if it is *absolutely* necessary. You will be escorted by an invigilator and **will not** be allowed any extra time.

Q. Why do I need to check the details on the Statement of Entry?

The details on your Statement of Entry will be used when certificates are printed. If the name or date of birth on your certificates does not match your birth certificate it could cause you problems if you are asked to show your certificates to a potential employer for college/university at some

time in the future. You should also check that the subjects and tiers of entry you are entered for are correct and that no subjects are missing.

IMPORTANT CONTACT DETAILS AND USEFUL WEBSITES

Contact Details

Student Provision Officer, Mrs. K Lunn: 01946 595406
Senior Team Link, Mr. S Fitzgerald: 01946 595412
Designated Safeguarding Lead, Mr. G Trehitt: 01946 595439
Exam Officer, Mrs. D Burkinshaw 01946 595416

Main Academy Number: 01945 595400

Exam information on Academy Website: <http://whitehavenacademy.org.uk/useful-information/exams/>

Useful websites

AQA - www.aqa.org.uk

OCR - www.ocr.org.uk

Edexcel/Pearson - <https://qualifications.pearson.com/en/home.html>

WJEC - www.wjec.co.uk

Joint Council for Qualifications - www.jcq.org.uk

Appendices

Internal Appeals Procedure:

The Whitehaven Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

The Whitehaven Academy ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments [(insert as applicable for your centre) for GCE, GCSE, BTEC, Cambridge National & Technical and Project qualifications **Note** that the JCQ publication **General Regulations for Approved Centres** states *that centres **must** have a written internal appeals procedure relating to internal assessment decisions in **all** qualifications. Details of this procedure **must** be communicated, made widely available and accessible to all candidates.*, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Whitehaven Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

The Whitehaven Academy will

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body
2. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria
3. inform candidates that they may request copies of materials (generally as a minimum, a copy their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within 7 calendar days
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be

7. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 7 calendar days of receiving copies of the requested materials by completing the **internal appeals form**
8. allow 14 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks
9. ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
-----	---------------	------	-----	---------	------

Warning to candidates

1. You **must** be on time for all your examinations.
2. **Possession of a mobile phone** or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the exam/qualification.
3. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
4. You **must** follow the instructions of the invigilator.
5. You **must not** sit an examination in the name of another candidate.
6. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
7. If you are confused about anything, only speak to an invigilator.

The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

Effective from 1 September 2021

NO MOBILE PHONES WATCHES MP3/4 PLAYERS

**NO POTENTIAL TECHNOLOGICAL/WEB
ENABLED SOURCES OF INFORMATION**



Possession of unauthorised items, such as a mobile phone, is a serious offence and could result in

DISQUALIFICATION
from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.