



## Contents

Exam Responsibilities .....	3
Qualifications offered .....	7
Exam series .....	7
Exam timetables .....	8
Entries, entry details and late entries .....	8
Exam fees .....	8
Equality Legislation .....	8
Access arrangements .....	9
Contingency planning .....	9
Estimated grades .....	9
Managing Invigilators .....	9
Malpractice .....	10
Candidates.....	11
Clash candidates.....	11
Special Consideration .....	11
Certificates .....	13

The purpose of this exams policy is so:

- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them
- the planning and management of exams is conducted efficiently and in the best interests of candidates
- To ensure the operation of an efficient exams system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's exam processes to read, understand, and implement this policy.

The exams policy will be reviewed every year.

The exams policy will be reviewed by the Exams Officer and the SLT line manager.

Where references are made to JCQ regulations/guidelines, further details can be found at [www.jcq.org.uk](http://www.jcq.org.uk).

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

## **Exam Responsibilities**

### **The Head teacher:**

- Takes responsibility for responding to the NCN register annual update by the end of October each year and confirms all relevant contact details. Ensures the NCN team is notified accordingly of any changes to details.
- Ensures the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments.
- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials.
- The Head of Centre can not also be the Exams Officer. The Exams Officer is appointed by the Head of Centre to action on behalf of, and be the main point of contact for the centre in matters relating to the general administration of awarding bodies exams and assessments, and should be allocated sufficient time to carry out the role effectively.
- Understands the contents, refers to and directs relevant centre staff to current JCQ publications, ensuring compliance and that members of SLT and exams office personnel familiarise themselves with the content of the JCQ General Regulations for Approved Centres booklet.
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo) who will co-ordinate the access arrangements process within the centre, determine appropriate arrangements for candidates with learning difficulties and disabilities, and will be allocated sufficient time to carry out the role effectively. The head of centre is responsible for the appointing of assessors and must check the qualifications of those assessing candidates.
- Ensures teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates work.
- Enables the relevant senior leader(s), the examinations officer and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Has in place a senior member of staff who will provide effective support and guidance to the examinations officer and ensure that the integrity and security of the examinations and assessments are maintained throughout an examination series.
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Officer
- Makes sure that a teaching assistant, teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the subject department and/or preparing the candidates for the examination, is not an invigilator during the timetabled written examination or on-screen test, wherever possible.
- Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions.
- Has overall responsibility for the school as an exams centre and advises on appeals and re-marks.
- Ensures when a room is 'designated' as an exam room it is not used for any purpose other than conducting the external exams.
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after examinations have taken place
- Ensures irregularities are investigated and informs the awarding bodies immediately of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation.
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)
- Ensures all exams, child protection and safeguarding policies satisfy current legislative requirements.
- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates.

- Head of centre must ensure suitable support is in place where more than one centre is operated across, and that arrangements are covered by the contingency plan.
- Must take all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials.
- Ensures appropriate controls are in place, and that accurate data is submitted to the awarding bodies by the required deadlines
- Ensures all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority.
- Must ensure relevant members of staff respond promptly to actions raised by JCQ and that relevant members of staff respond promptly to requests for information from awarding bodies.
- Ensures the relevant awarding bodies are informed, where required, before the published deadline for entries for each examination series of any potential conflict of interest and maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected.
- Ensures members of staff do not advise parents/candidates of personal details of examiners/moderators/external verifiers and any other awarding body personnel.
- Ensures the secure room is only used for the purpose of administering secure examination materials, and access to the room is limited to two to six key holders.
- Ensures all members of staff who access awarding bodies online systems undertake annual cyber security training.
- Has in place written policies for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre.

#### **Exams Officer:**

- Manages the administration of external exams.
- Is familiar with the contents of annually updated information from JCQ together with awarding bodies administrative procedures, key tasks, dates and deadlines and ensures said tasks are undertaken and deadlines met.
- Communicates and advises to the senior leadership team, subject and class tutors, and other relevant support staff of exam timetables, procedures and deadlines, as set by the various awarding bodies, and directs staff to JCQ regulations and information on a regular basis.
- Supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of centre staff before the published deadline for entries.
- Submits registrations, examination entries and certification claims by the deadline and complies with the requirements of the specification
- Ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them. That they are provided with subject entry details for checking and information for candidates' documentation from JCQ and awarding bodies. Information on any contingency day awarding bodies may identify also given. The Centre Candidate Exam Handbook will be issued at the start of the academic year and again following final entries.
- Liaises with mainstream schools and sees to the administration of relevant forms such as Alternative Site, Transfer Candidate, Access Arrangements and Special Consideration applications.
- Checks with teaching staff that the necessary coursework and/or non-exam assessments are completed on time and in accordance with JCQ guidelines.
- Ensure staff inform candidates of their centre assessed marks so they can request a review of the centres marking before assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Requests from subject staff early estimated entry information and provides to exam boards confirmation data.

- Maintains systems and processes to support the timely entry of candidates for their exams, including chasing centre staff for entry information ensuring awarding body external deadlines for submission can be met, to avoid late entry fees etc.
- Identifies and manages exam timetable clashes.
- Produces a centre Master Timetable
- Ensures candidates' coursework / non-exam assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials and the documents for completion.
- Receives, checks, and stores securely, all exam papers. Envelopes and boxes containing confidential materials will have their receipt logged accordingly.
- Ensures the appropriate guidelines are followed for the opening and transporting of exam packets and that a second pair of eyes check is used each time.
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Works with the SENCo to ensure invigilators supervising access arrangement candidates fully understand the roll and what is and what isn't permissible in the examination room
- Organises the thorough training on current regulations and monitors a team of exams invigilators responsible for the conduct of exams. Ensures exam rooms are set up and conducted as required in the regulations, and resources and recording documents are provided for invigilators use. Provides invigilators with a means of summoning assistance and ensures are aware of emergency procedures.
- Keeps track of accounts for income and expenditures relating to all exam costs/charges.
- Tracks, stores, and dispatches, returned coursework / non-exam assessments.
- Arranges for dissemination of examination Results to candidates together with Post Results Services information, and in consultation with subject teacher and SLT, actions any Post Results Service requests, and then the forwarding of Certificates to candidates.
- Keeps records as required by JCQ and awarding bodies for the required period.

### **Subject Teachers:**

- Ensures JCQ guidelines and awarding body subject information are understood and followed.
- Guidance and pastoral oversight of candidates who are unsure about exams entries or amendments to entries.
- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo.
- Supplying information on entries, coursework and non-exam assessments as required by the exams officer, meeting all deadlines.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the exams officer.
- Have necessary and appropriate knowledge and understanding for the completion of coursework / non-exam assessment mark sheets, centre declaration sheets candidate record forms.
- Ensures candidates work is kept secure and for the period stated by JCQ and awarding bodies.
- Support the SENCo in determining and implementing appropriate access arrangements.
- Ensures consistency in standardisation of work across their department
- Makes sure candidates are aware of JCQ and awarding body information for candidates
- Advises candidates to check statement of entries and return any incorrect entry information
- Ensure candidates are informed of their centre assessed marks for any possible review of centres marking before marks are submitted to the awarding body.
- Advises and assists candidates with post-results procedures.

## **SENCo / Additional Needs Coordinator**

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications
- Leads on the access arrangements and reasonable adjustments process
- Liaises with Subject Staff to gather evidence of normal way of working.
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated.
- If not the qualified access arrangements assessor, works with the qualified person appointed on all matters relating to assessing candidates and ensures the correct procedures are followed.
- Informs relevant candidates that an application for access arrangements will be processed using Access Arrangements Online complying with UK GDPR and Data Protection Act 2018.
- Ensures applications for Access Arrangements Online (AAO) are submitted by the published deadline and appropriate documentary evidence is held on file
- Presents when requested by a JCQ inspector, evidence of the assessors qualification. Keeps a file for each candidate for inspection purposes, and ensures that all information is readily available.
- Liaises with EO regarding exam time arrangements for access arrangements and that invigilators are aware of their roles in this area and have had thorough training on the use of access arrangements during examinations, ensuring appropriate resources are in place.
- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams.

## **Educational Psychologist:**

- Identification of candidates' requirements for access arrangements will be completed by the schools SENCo who will in turn notify the exams officer in good time so that they are able to request a visit by the Educational Psychologist. An assessment will be carried out on individual candidates, and then any necessary applications will be made in order to gain approval in the specified time frame (if required), following the regulations in the JCQ publications for Access arrangements, reasonable adjustments and special consideration.
- The SEN Coordinator will work with the exams officer to provide the access arrangements required by candidates in exams rooms.

## **Invigilators** are responsible for:

- Assisting the exams officer with the preparation of the exams room and with the efficient running of exams according to JCQ regulations.
- Ensures candidates have all exam material prior to delivery of examination papers to the examination room
- Collection of all exam papers in the correct order at the end of the exam and ensuring their direct return to the examinations officer.
- Checking all collected scripts against the attendance register.
- Completion of paperwork such as the exams log, incident log, cover sheets, etc for all examinations.
- Must be aware of emergency evacuations procedures.
- Must annually attend/reference training material and JCQ information re the Role of an Invigilator, on the current regulations.
- Follow procedures for verifying candidates
- Seat candidates in exam rooms as instructed by the EO/on the seating plan.
- Ensure absent candidates are notified to the office and attendance register completed accurately.
- Ensures exams are conducted in every exam room according to JCQ instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training, update and briefing sessions.
- Accurately record any incidents or irregularities

**Site Staff** are responsible for:

- Support the EO in relevant matters relating to exam rooms and resources and follow the requirements for maintaining integrity and security of confidential examination/assessment materials
- Liaise with the EO to ensure the exam rooms are set up accordingly
- Ensure fire alarm testing or ground/maintenance works do not take place during an exam session
- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results.

**Candidates** are responsible for:

- Checking and confirming of entry information, and to notify the Examinations Officer or Key Teacher of any discrepancies.
- Understanding coursework / non-examination assessment regulations and signing a declaration that authenticates the coursework as their own.
- Ensuring they conduct themselves in all exams according to the JCQ regulations
- Must reference JCQ documentation re JCQ Information for Candidates and the Centre Exams Handbook.
- Provide appropriate evidence to support special consideration requests, where required.
- May arrange for someone to collect exam results and certificates, provided written authorisation is provided and relevant ID upon collection.
- Meet internal deadlines to request services.

### ***Qualifications offered***

The qualifications offered at this centre are decided by the Head teacher and subject teachers.

The types of qualifications offered are GCSE, Cambridge Nationals, Entry Level Certificate, Vocational Awards and AIM Awards.

The subjects offered for these qualifications in any academic year may be found in the centre's curriculum plan. If there is to be a change of specification for the next year, the exams officer must be informed by 30<sup>th</sup> June.

Informing the Exams Officer of changes to a specification is the responsibility of Subject Teachers.

Decisions on whether a candidate should be entered for a particular subject will be taken by subject teachers in consultation with the Head teacher.

### ***Exam series***

GCSE external exams are scheduled in May and June of each Summer term. Short course exams are scheduled by the subject teacher in accordance with the guidance of awarding body.

Internal exams are held under external exam conditions.

The Head teacher decides which exam series are used in the centre.

The centre does not offer some assessments on an on-demand basis.

### ***Exam timetables***

Once confirmed, the exams officer will circulate the exam timetables for external exams at a specified date before each series begins, to all candidates and key staff.

Each student will receive a copy of their own examination timetable.

A master timetable will be displayed in the main office for all staff to reference that series examination dates, times, invigilation arrangements etc.

### ***Entries, entry details and late entries***

Subject teachers will provide estimated entry information to the exams officer to meet JCQ and awarding body deadlines.

Candidates or parents/carers cannot request a subject entry, change of level or withdrawal.

The centre does not accept entries from private candidates.

The centre does not act as an exams centre for other organisations.

Entry deadlines are circulated to subject teachers via email, briefing meetings, in person.

GCSE re-sits/retakes are allowed

Re-sit decisions will be made by subject teachers in consultation with the Head teacher.

### ***Exam fees***

Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies.

The exams officer will publish the deadlines for changes, withdrawals, etc, well in advance for each exams series.

GCSE entry exam fees are paid by the centre.

Late entry or amendment fees are paid by the centre.

Fee reimbursements are not sought from candidates:

- If they fail to sit an exam
- If they do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances

Payment of fees for re-sits will be assessed on an individual case basis.

### ***Equality Legislation***

All exam centre staff must ensure that they meet the requirements of any equality legislation.

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

## **Access arrangements**

Mainstream schools / The Educational Psychologist / SEN Coordinator will inform the examinations officer of candidates with special educational needs and any special arrangements that individual candidates will need during the course of and in any assessments/exams.

Process:

- The SENCo will liaise with teaching staff to gather evidence of normal way of working establishing the access arrangements required.
- Pupils access arrangements requirement is determined by the centre's SENCo. Where there is appropriate evidence and the need for assessment is required, an Educational Psychologist will attend the centre to assess the students. Appointments of assessors will include checking the qualifications of the assessor ensuring all requirements are met.
- Submitting completed access arrangement applications to the CAP Portal is the responsibility of the centre's SENCo, with administration support from the Exams Officer.

Dual and HHTS students access arrangements requirements are determined by the mainstream schools, and assessments, applications, completed by them.

Mainstream schools will provide copies of the submitted application and results of ~~tests~~ assessments to the Pupil Referral Service for retention.

Rooming for all access arrangement candidates sitting their examinations with South Cumbria Pupil Referral Service will be arranged by the Head teacher.

Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised by the Head teacher, in conjunction with the Exams Officer.

HHTS students will sit exams at their mainstream school.

A file will be kept for each candidate for inspection purposes.

## **Contingency planning**

Contingency planning for exams administration is the responsibility of the head.

An up to date contingency plan is kept on file in the main office.

Contingency plans are available via email, briefing meetings, and are in line with the guidance provided by Ofqual, JCQ and awarding organisations.

## **Estimated grades**

Subject teachers are responsible for submitting estimated grades to the Data Manager, when requested. These will be recorded periodically and in line with resilience arrangements.

## **Managing Invigilators**

Recruitment of invigilators is the responsibility of the Head teacher / Exams Officer.

Invigilators will be used for external exams only.

Securing the necessary Criminal Records Bureau (CRB) clearance for new invigilators is the responsibility of the Exams Officer / School Business Manager.

CRB fees for securing such clearance are paid by the centre.

External staff will not usually be used to invigilate examinations. Centre staff will be asked to train on an annual basis.

Non centre staff Invigilators rates of pay are set by the LA.

Invigilators are timetabled, thoroughly trained on current regulations, and briefed by the Exams Officer, on an annual basis.

Invigilators are informed of those candidates with access arrangements.

Where Invigilators are provided by mainstream schools, evidence of up to date training and DBS clearance will be requested and identification on arrival checked.

### ***Malpractice***

The head of centre in consultation with the Exams Officer is responsible for investigating suspected malpractice, ensuring (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body immediately, by completing the appropriate documentation.

### ***Exam days***

The Exams Officer will liaise with the Head teacher to ensure exam rooms required are available and the question papers, exam stationery, all materials available for the invigilator.

The Exams Officer along with the invigilator is responsible for ensuring the exams room is set up correctly checklists are available to be referenced for accuracy.

The Exams Officer / Invigilator will start and finish all exams in accordance with JCQ guidelines.

Subject staff are not required and may not be present at the start of the exam to assist with identification of candidates. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed and what they can do.

In practical exams, subject teachers' availability will be in accordance with JCQ guidelines.

Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to subject teachers, following the exam, in accordance with JCQ's recommendations.

After the exam, the exams officer will arrange for the safe storage and later dispatch of completed examination scripts to awarding bodies.

### ***Identifying Candidates***

Teachers at the centre act as invigilators. All students sitting exams regularly attend the centre and are known by the invigilation team.

Should a candidate sitting an exam not be known, the following will be in force, as per JCQ regulations:

A private, external or transferred candidate who is not known to the school, college or training provider, must show documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence.

In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes.

### **Candidates**

The exams officer will provide written information to candidates in advance of each exam series. A formal briefing session for candidates may be given by the Head teacher.

The centre's published rules on acceptable dress and behaviour apply at all times.

In an exam room candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other potential technological/web enabled source of information, or storage devices with text or digital facilities. No watches of any description are allowed in the exam room. Any precluded items must not be taken into an exam room.

Disruptive candidates are dealt with in accordance with JCQ guidelines.

For examinations that last one hour or more, candidates must stay under centre supervision for one hour after the published start time for that examination. For examinations that last less than one hour, candidates must be supervised until the published finishing time of that examination. Pupils leaving the examination room will not be allowed back in.

Note: candidates who leave an exam room must be accompanied by an appropriate member of staff at all times.

The Exams Officer in conjunction with the Business Admin team is responsible for handling late or absent candidates on exam day.

### **Clash candidates**

The Head teacher and Exams Officer will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays.

### **Special Consideration**

Should a candidate be unable to attend an exam because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an exam, a post examination adjustment in the form of a special consideration application could be applied for.

The candidate must support any special consideration claim with appropriate evidence within 5 days of the exam.

All applications must be made within 7 days of the last examination of the series

### **Emergency Evacuation Procedure**

Candidates are instructed to follow the instructions of the invigilator.

Exam conditions will continue even when candidates leave the room.

The invigilator will ensure all question papers and scripts remain in the exam room, and will be the last person to leave the room.

The invigilator will accompany candidates to the assembly point.

The invigilator will ensure candidates are separated from other school users at the Assembly Point.

The invigilator will make a record of the time and duration of the evacuation – along with any other relevant information.

The Exams Officer will report the incident to the awarding body, as specified within JCQ guidance.

Upon return to the exams room, the invigilator will remind candidates that they are under exam conditions re-start the exam and ensure candidates receive the full time allocation of the exam.

### ***Internal Assessments & Appeals Procedure***

The Head of Centre will ensure arrangements are in place to co-ordinate and standardise all marking of centre assessed components.

It is the duty of subject teachers to ensure that all internal assessment are ready for dispatch at the correct time and that work produced is authenticated by the candidate. The exams officer will assist by keeping a record of each dispatch, including the recipient details and the date and time sent.

Centre assessed marks will be provided to the student prior to submitting to the exam boards, allowing sufficient time for queries on grades.

Marks for all internally assessed work are provided to the exams office by the subject teacher. The exams officer will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document

### ***Results***

Candidates will receive individual result slips on results days,

- in person at the centre or
- by post to their home address
- collected and signed for

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

Arrangements for the centre to be open on results days are made by the Exams Officer.

The Head of Centre will ensure senior members of centre staff are available.

Information will be provided to candidates and staff of the services provided by awarding bodies (Access to Scripts / Review of Results / Appeals).

## **Review of Results (RoR)**

RoRs may be requested by centre staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.

The cost of RoRs will be paid by the centre. However, if the subject teacher feels the given grade is as expected and an enquiry about results not advisable, the cost involved will need to be met by the candidate.

All decisions on whether to make an application for a RoR will be made by the Head teacher. If a candidate's request for a RoR is not supported, the candidate may appeal and the centre will respond by following the process in its Internal Appeals Procedure (IAP) document.

All processing of RoRs will be the responsibility of the Exams Officer following the JCQ guidance.

## **Access to Scripts (ATS)**

After the release of results, candidates may ask subject staff to request the return of written exam papers within 5 days of the receipt of results.

Centre staff may also request scripts for investigation or for teaching purposes. A candidate has the right to instruct their centre not to request their script(s). Prior written permission must therefore be obtained from any candidate where the centre intends to request his/her script.

Re-marks cannot be applied for once an original script has been returned.

The cost of ATS will be paid by the centre.

Processing of requests for ATS will be the responsibility of the Exams Officer.

## **Certificates**

Candidates will receive their certificates

- in person at the centre
- by post to their home address - recorded delivery
- collected and signed for

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

The centre will retain unclaimed certificates for a period of 2 years, after which will be confidentially destroyed. Candidates may pay a small fee to awarding bodies to obtain a new certificate, however some boards will not issue new certificates. A transcript of results may be issued if a candidate agrees to pay the costs incurred.

***All relevant exam related policies are available upon request.***