

Candidate Exam Handbook

Nishkam High School



**Examinations
2024/25**

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Introduction

Nishkam High School is committed to ensuring that candidates are fully briefed on the exam and assessment process in place at Nishkam High School and you are made aware of the required JCQ awarding body and GCSE instructions and information for candidates.

Purpose of this Handbook

- To inform candidates about malpractice in examinations/assessments
- To ensure candidates are provided with all relevant information about their exams and assessments in advance of any exams/assessments being taken
- To ensure copies of relevant JCQ information for candidates documents and exam room posters are provided in advance of any exams/assessments being taken
- To inform candidates of/signpost candidates (and where relevant parents/carers) to any exams-related policies/procedures that they need to be made aware of

Candidate Details

Candidate Name

Candidates are registered using legal names, not preferred names and should be the same as birth certificates and passports.

Candidate Number

Each candidate has a four-digit candidate number. This is the number you will enter on examination papers. (example: 7321)

Exam Timetable

On receiving your Exam Timetable please check that all levels of entry and exam information is correct. Paying particular attention to all your personal details, date of birth, spelling of names are accurate as these will appear on certificates and it may be difficult to change them once certificates are awarded.

Please contact Miss Carmichael (Examinations Officer) immediately if you discover any omissions or errors.

Contingency Days

The awarding bodies have collectively agreed a contingency day for several years now which is always scheduled at the end of the GCSE, GCE AS and A-level exam timetables. This is consistent with the qualification regulators' document exam system contingency plan: England, Wales and Northern Ireland -

<https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland>

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

For the June 2025 exams, The Joint Council of Qualifications (JCQ) have named the afternoon of **Wednesday 11th June** and all of **Wednesday 25th June**.

We must remind candidates that they must remain available until the end of the academic year until advised otherwise by Ofqual / JCQ should the awarding bodies need to invoke its contingency plan.

Exam Clashes

If you have an exam clash we will email you letting you know how that clash will be resolved. An exam clash is when you have two or more exams scheduled for the same time.

If you have two or more exams in a session and the total time is **3 hours or less** you will sit the exams one after the other. You'll be allowed a supervised rest break of 20 minutes between papers that will take place in the exam room in exam conditions. You are **not allowed** to revise in this time.

If you have two or more exams in a session and the total time is **more than 3 hours**, one of the exams will be moved to a different session and you will be kept under supervision in between your exams.

During this time, you will be allowed to revise but you **must not**:

- have access or have on your possession any electronic communication/storage devices (*All revision material should be left with an Invigilator at the beginning of your first exam.*)
- have access to the internet

- have contact with other pupils, except those pupils who are being supervised in the same room as you. Especially contact with students who have sat the exam.
- be coached by a member of centre staff.

Failing to abide by the above will be malpractice and will be reported to the exam board(s).

If you do not understand your clash instructions or have any questions, please speak to Miss Carmichael

Exam Invigilation

Exams are supervised by a team of experienced external invigilators.

Our Invigilators must follow the strict guidelines set by JCQ.

Please note that invigilators cannot discuss the examination paper with candidates or explain the questions during the exam.

Exam Start Time

The start time for exams at Nishkam High School are:

- **08:45 am** for morning exams
- **13:20 pm** for afternoon exams

You must remain seated and in silence until the end of your exam

If you are entitled to extra time you will not be allowed to leave the exam room until the end of your scheduled exam time. (Unless this is part of your Exam Arrangements)

School Bus – If you have an exam scheduled to finish after the scheduled school transport collection times, you will need to arrange alternative transport home.

Exam Conditions

Candidates must not enter the exam room until directed to do so by the Examination Officer, Senior Leadership Team, or Senior Invigilator.

An exam briefing for all candidates will be given by an Examination Officer or Senior Invigilator in the exam venue before the exam begins.

Remember:

- You are under exam conditions from the moment you enter the exam room until you are given permission to leave

- Candidates must listen to and follow the instructions of the invigilator at all times in the exam room
- Candidates must not talk to, attempt to communicate with or disturb other candidates once you have entered the exam room.
- You should write clearly and legibly
- The Centre Name is **Nishkam High School** and Centre Number is **20236** this will be displayed on the white board at the front of the exam room.
- Exam board, subject title, tier, paper number; and the actual starting and finishing times (AM or PM), and the date of each exam will be displayed on the guidance board.
- We will announce clearly to the candidates when to complete the details on their answer booklet, and an announce any additional information.
- We will announce clearly to the candidates when you can start your examination, your exam will formally start at this point.
- We will specify the time allowed for your exam.

Exam Papers and Answer Booklets

Please Remember it is your responsibility to check you have the correct question paper and you are sitting the correct exam – check the day, date, subject, unit/component and tier of entry (if appropriate).

If you think you have been given the wrong exam paper, please raise your hand and notify an invigilator immediately.

At the End of the Exam

An invigilator will make an announcement informing you to stop writing or stop working and put down your pens, this will be end of your exam.

- No candidate will be allowed to leave the room until the end of their published exam time.
- If you are entitled to extra time you will not be allowed to leave until the end of your extra time.
- Candidates must remain seated until all papers have been collected and the Senior Invigilator instructs you to leave.

When you leave the exam venue you should walk out in complete silence, and refrain from talking until you are well away from the exam room so that you do not disturb your fellow-students who are still working.

Equipment

Only authorised material can be brought into the exam room: Black Pens, pencils, pencil sharpener, eraser, compass, ruler, protractor, highlighter and a calculator. You must bring all your equipment to every exam, if you are not allowed to use a particular item you will be informed in the briefing before your exam starts, you must hand in all unauthorised equipment to the Invigilator.

Remember that you need to write in black ink (Please bring spare pens)

Do not use any of the following:

- Correcting pens, fluid or tape
- Erasable pens
- Highlighters can only be used on Question Papers and Must Not be used on your answers.
- Gel Pens
- You must have a clear pencil case containing authorised equipment only
- Your water bottle must be clear / transparent and have no label or writing on it
- You may use coloured pens or inks for diagrams, maps, charts etc. only if your exam allows them, instructions and information will be given to you in the briefing.

Calculators

You must be aware of awarding body instructions regarding the use of calculators in your exams which state:

Candidates may use a calculator in an examination unless prohibited by the awarding body's specification. Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.

It is really important that you bring a calculator to every exam, you will be asked to put it under your desk if the calculator is not allowed in an exam.

Calculators must be:

1. Of a size suitable for use on the desk
2. Either battery or solar powered
3. Free of lids, cases and covers which have printed instructions or formulae

Calculators must not:

Be designed or adapted to offer any of these facilities:

1. Language translators
2. Symbolic algebra manipulation
3. Symbolic differentiation or integration
4. Communication with other machines or the internet
5. Be borrowed from another candidate during an exam for any reason
6. Have retrievable information stored in them. This includes:
 - Databanks
 - Dictionaries
 - Mathematical formulae
 - Text

Candidates are responsible for the following:

- The calculators power supply
- The calculators working condition
- Clearing anything stored in the calculator

Food and Drink in Exam Rooms

A clear / transparent plastic bottle of water (Juice is not permitted) is allowed in the exam room, all labels must be removed before entering the room.

No other drinks or food will be allowed in the exam room unless you have a medical need that has been discussed with Miss Carmichael, Examinations Officer.

What to do if you Arrive Late for an Exam

It sounds obvious, but...ensure that you know the scheduled date your exam will take place and whether they are morning or afternoon exams.

A register is taken at the start of each exam to check that all candidates are present. If you are running late for your exam, you or your parents/carers must call the School Office requesting to speak to Mr Sami, Ms Gordon or Miss Carmichael so that we are aware of your position.

If you find that you are running late don't panic! When you arrive at school you should report to the Main Entrance and a member of the school office staff will contact either Mr Sami, Ms Gordon or Miss Carmichael.

If you arrive for your exam within an hour of the PUBLISHED START TIMES you will be allowed to take your seat and begin your exam, you will be given the full amount of time for that exam.

If you arrive very late (*over an hour after the PUBLISHED START TIMES*) you will still be able to sit the exam but we must inform the awarding body and they may not accept your script.

What to do if you are Unwell on the Day of an Exam

If you feel unwell on the day of your exam:

- You or your parent/carer should call ahead to the School Office and let us know so that we can help you as best we can when you arrive
- Once you are here, speak to Mr Sami, Ms Gordon or Miss Carmichael before your exam and update us on how you are feeling

If you feel unwell during an exam:

- Let the invigilating team know as soon as possible what is wrong so that they can take any measures possible to assist you

What happens if you have an unauthorised absence from your exam?

If you are absent from an exam without any viable reason, you will be marked as absent and receive zero marks for that paper which will affect your overall grade.

What happens in the event of an emergency in the exam room?

In the event of an emergency, such as the fire alarm sounding, during an exam, you must remain seated and in silence.

The exam clock will be stopped, and further instructions will be provided by either the invigilator(s), the exams officer or a member of the senior leadership team.

Results Day

Exam results will be available:

A Level – **Thursday 14th August at 8:00am**

GCSE – **Thursday 21st August at 9:00am**

If you are unable to collect yourself, you need to contact Miss Carmichael from either your school email account or a signed and dated, hand delivered letter. The person collecting must bring photo ID.

Members of the senior leadership team and sixth form team will be available in person on the day for you to speak to, if necessary.

Malpractice

Malpractice means any act or practice which is in breach of the Regulations

Any alleged, suspected or actual incidents of malpractice will be investigated and reported to the relevant awarding body/bodies

JCQ provides information regarding what constitutes malpractice:

- Introduction of unauthorised material into the examination room
- Breaches of examination conditions
- Exchanging, obtaining, receiving, or passing on information which could be examination related (or the attempt to)
- Offences relating to the content of candidates' work
- Undermining the integrity of examinations/assessments

Things not to do on social media

- Buy/ask for/share exam content
- Pass on rumours of what's in exams
- Share your work
- Work with others so that your coursework is not your own independent work and/or nonexamination assessments and coursework

Research and Using References

Where computer-generated content has been used (such as an AI Chatbot), your reference must show the name of the AI bot used and should show the date the content was generated.

For example: ChatGPT 3.5 (<https://openai.com/blog/chatgpt/>), 25/01/2024.

You should retain a copy of the computer-generated content for reference and authentication purposes.

Plagiarism

Plagiarism involves taking someone else's words, thoughts, ideas or outputs and trying to pass them off as your own. It is a form of cheating which is taken very seriously and can lead to disqualification from a particular paper, a whole subject or an entire exam board's worth of exams for that academic year.

JCQ Guidance

Please read the following formal notices which are required by regulation to be given to each candidate:

- **Coursework Assessments:**
https://www.jcq.org.uk/wp-content/uploads/2024/08/IFC-Coursework_Assessments_2024_FINAL.pdf
- **Non-Examined Assessments:**
https://www.jcq.org.uk/wp-content/uploads/2024/08/IFC-NE_Assessments_2024_FINAL.pdf
- **On-Screen Assessments**
https://www.jcq.org.uk/wp-content/uploads/2024/08/IFC-On-Screen_Examinations_2024_FINAL.pdf
- **Written Examination:**
https://www.jcq.org.uk/wp-content/uploads/2024/08/IFC-Written_Examinations_2024_FINAL.pdf
- **Preparing to sit your exams:**
https://www.jcq.org.uk/wp-content/uploads/2024/08/Preparing-to-sit-your-exams-2024_25.pdf
- **Privacy Notice**
<https://www.jcq.org.uk/wp-content/uploads/2020/01/Information-for-candidates-Privacy-Notice-10.doc.pdf>
- **Social Media**
<https://www.jcq.org.uk/wp-content/uploads/2024/05/JCQ-Social-Media-Infographic-v6.pdf>

Warning to candidates



 AQA	 City & Guilds	 CCEA	 OCR	 Pearson	 WJEC
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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.



AQA

City & Guilds

CCEA

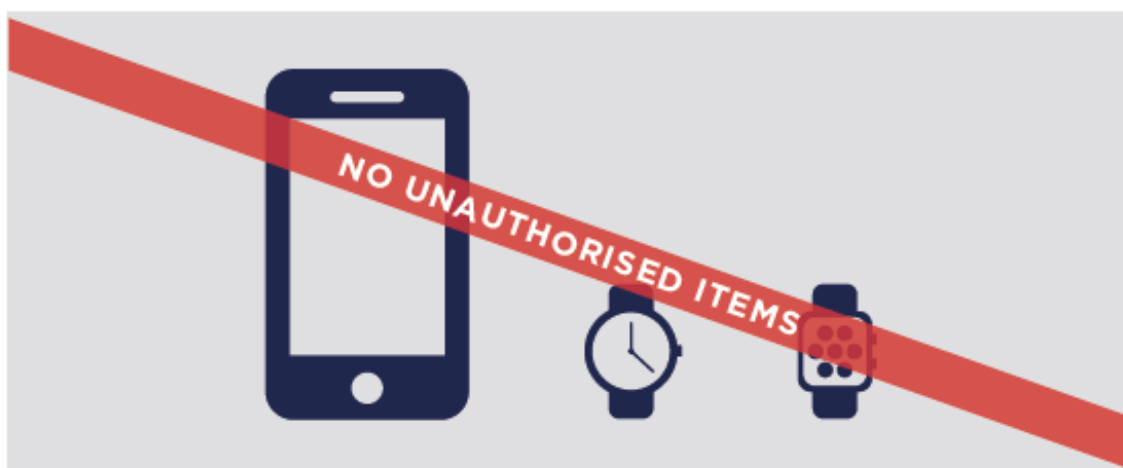
OCR

Pearson

WJEC

NO MOBILE PHONES NO WATCHES

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



Possession of unauthorised items, such as a mobile phone
or any watch, 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.

Internal Appeals Procedure

1. Introduction

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Nishkam High School and internally reviewed/standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The moderation process carried out by the awarding body 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.

The qualifications delivered at Nishkam High School containing components of non-examination assessment/units of coursework are:

- ASDAN
- BTEC
- Cambridge Nationals
- Cambridge Technicals
- GCE
- GCSE

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at Nishkam High School)

If teaching staff at Nishkam High School or a candidate (or his/her parent/carer) have a concern that 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 available for externally assessed components of both unitised and linear 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

2. Purpose of the policy

This procedure confirms Nishkam School's compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

3. Principles relating to centre assessed marks

The head of centre/senior leader(s) at Nishkam High School will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents
- All centre staff follow a robust Non-examination Assessment Policy (for the management of nonexamination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, 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
- A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking
- On being informed of their centre assessed mark(s), if candidates believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to their marking, then they may make use of the internal appeals procedure below to consider whether to request a review of the centre's marking

4. Appeals relating to internal assessment decisions (centre assessed marks)

The head of centre/senior leader(s) at Nishkam High School will:

- 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
- 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 work submitted
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of the 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
- Having received a request for copies of materials, promptly make them available to the candidate (for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within the period of time as specified (see Deadlines below)
- Provide candidates with sufficient time 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
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing and will not be accepted after this deadline (see Deadlines below)
- Require candidates to make requests for a review of centre marking by completing an internal appeals form
- Allow sufficient time 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 (see Deadlines below)
- 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 for the component in question and has no personal interest in the outcome of the review
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- Inform the candidate in writing of the outcome of the review of the centre's marking
- Ensure the outcome of the review of the centre's marking is 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
- Ensure a written record of the review is kept and made available to the awarding body upon request
- Ensure the awarding body is informed if the centre does not accept the outcome of a review

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.

Deadlines and timescales

Upon request, copies of materials will be made available to the candidate within 5 working days

The deadline to request a review of marking must be made within 5 working days of the candidate receiving copies of the requested materials

The process for completing the review, making any changes to marks, and informing the candidate of the outcome will be completed within 10 working days, all before the awarding body's deadline for the submission of marks

5. Appeals relating to centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by instructions given on exam 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 available for externally assessed components of both unitised and linear 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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, consider accessing the script by:
 - a.) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
 - b.) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access his/her script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request

- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre. Prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of his/her appeal

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications **Post-Results Services** and **JCQ Appeals Booklet** (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

6. Appeals regarding centre decisions relating to access arrangements and special consideration

Nishkam School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Nishkam School:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations)

Special consideration

Where Nishkam School can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Nishkam School decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Nishkam School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 10 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Nishkam School will proceed to implement the necessary arrangements/submit the necessary application.

7. Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Nishkam School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Nishkam School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 10 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre.

Internal Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

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

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

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

Please state the grounds for your appeal below:

(If applicable, tick below)

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

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

Appellant signature:

Date of signature:

Complaints Policy

1. Purpose of the procedure

The purpose of this policy is to confirm the arrangements for complaints at Nishkam High School and confirms compliance with **JCQ's General Regulations for Approved Centres (sections 5.3, 5.8)** in drawing to the attention of candidates and their parents/carers its written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

2. Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example:
 - non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Candidate unhappy with internal assessment decision (complainant to refer via Head of Centre to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer via Head of Centre to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale

- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-results

- Before examinations, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via Head of Centre to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via the Head of Centre to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Raising a concern/complaint

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Nishkam Schools encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

A formal complaint should be submitted in writing to the Head of Centre via the school office. Forms received will be logged by the centre and acknowledged within 5 calendar days

How a formal complaint is investigated

The Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion. The findings and conclusion will be provided to the complainant within 10 working weeks.

3. Internal Appeals Procedure

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing by again completing a **complaints and appeals form**
- Forms received will be logged by the centre and acknowledged within 5 calendar days
- The appeal will be referred to the Head of Centre in the first instance
- The Head of Centre will inform the appellant of the final conclusion in due course

Complaints and appeals form

Complaints and Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant	
Candidate name (if different to complainant/appellant)	
Please state the grounds for your complaint/appeal below:	
<p>If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></p>	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)	
Complainant/appellant signature:	Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant

If you have any other queries or questions please contact the exams officer, Miss Carmichael

Useful Contacts

Ofqual

You can find the most up to date information about the arrangements for 2024 to 2025 on [Ofqual's rolling update](#) .

[Contact Ofqual](#) - click on the 'enquiries' option.

Telephone: 0300 303 3344

Phone lines are normally open from 09:00 to 17:00 on weekdays – please check their website for opening times on and after results days.

If you want to complain to Ofqual about an exam board or awarding organisation, for example, because you think they have not followed their own published policies and procedures of Ofqual's rule, see Ofqual's [complaints procedure](#). Ofqual will usually expect you to give the awarding organisation a chance to resolve your complaint by using their complaints process before coming to them.

Joint Council for Qualifications

[JCQ](#) is the exam boards' membership organisation (AQA, OCR, Pearson and WJEC). Exam boards use JCQ to set common policies and procedures that schools and colleges must follow.

JCQ has [published information for schools and colleges and students](#) on the 2024 to 2025 arrangements.

JCQ's members also include CCEA, City and Guilds, NCFE and SQA, developing and delivering many vocational and technical qualifications in England.

Information and contact: [JCQ website](#)

National Careers Service

The [National Careers Service](#) provides free and impartial careers advice, information and guidance including [T Levels and VTQs](#). The service is available to anyone aged 13 plus.

The NCS runs an exam results helpline from level 3 results day to a week after level 2 results day.

Telephone: 0800 100 900

Lines are open from 08:00 to 20:00 Monday to Friday and 10:00 to 17:00 on Saturdays. Calls are free from landlines and most mobile numbers.

UCAS

UCAS, the Universities and Colleges Admissions Service, is an independent charity, and the UK's shared admissions service for higher education.

For any questions about higher education application and admissions, you should contact the relevant institution directly.

Telephone: 0371 468 0 468

Lines are open Monday to Friday, 08:30 to 18:00

Equality Advisory and Support Services (EASS)

[Equality Advisory and Support Service \(EASS\)](#) advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales.

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Mental Health Support

Always make sure you speak to somebody if you are feeling anxious or struggling with your mental health. This might be a parent, carer or someone else you trust.

You may find it helpful to read the [resources on preparing for exams](#) – including Ofqual's [guide to coping with exam pressure](#).

Other Organisations

[Childline](#) is a service provided by the NSPCC offering confidential support and advice to children and young people.

[Mind](#) is a charity providing mental health support for anyone experiencing a mental health problem.

[Young Minds](#) is a charity working to improve emotional well-being and mental health amongst children and young people.

[NHS - Mental health support for children and young people](#) are services that work with children and young people who have difficulties with their mental health or wellbeing.