



Enabling Partnerships of Excellence in Continuity of Education for All

ASPIRE - STUDY - PERSEVERE



Title:	Exam Contingency Policy
Policy Coordinator:	Exams Officer
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Chair of Management Committee:	Seeta Mepani
Interim Head Teacher:	Andrew Burton

Exam Contingency Policy The Helix Education Centre:

This policy sets out the arrangements to be followed in the event of disruption to examinations and assessments. It is written in accordance with the Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE) and General Regulations, and applies to all qualifications governed by JCQ.

Purpose of the Policy

The purpose of this policy is to ensure that any disruption to examinations or assessments is managed effectively, fairly, and in full compliance with JCQ regulations, while maintaining the integrity and security of the examination process.

Types of Examination Disruption

Examination disruption may include, but is not limited to:

- Fire alarm or evacuation
- Severe weather conditions
- Power failure or IT system failure
- Examination paper delivery issues
- Staff absence
- Candidate illness during an examination

Roles and Responsibilities

Head of Centre:

- Has overall responsibility for compliance with JCQ regulations
- Makes final decisions in serious disruption scenarios
- The head of centre will respond to the National Centre Number Register annual update by the end of October every year

Exams Officer:

- Manages the implementation of this policy
- Communicates with awarding bodies immediately where required
- Maintains full written records of all incidents

Invigilators:

- Follow JCQ ICE procedures at all times
- Ensure candidate safety, exam security, and exam conditions are maintained

Scenario	When to implement	Actions / Mitigation	Person(s) responsible
Exams officer absence (short term or extended absence) at key points in the exam cycle	In the event that the Exams Officer is absence from work in the immediate short term at key points in the exam cycle, or is absence long term. Key points in the cycle relate to: <ul style="list-style-type: none">● Planning stage Collation of qualification details● Recruitment of invigilators● Entries Submitting entries to awarding bodies	SLT member temporarily directed by the Head of Centre to assume responsibility for all aspects of the examination process supported by members of the central trust data and exams team as required. Seek support and guidance from other exams officers (at other centres) within the LA. Head of centre to allocate or appoint additional support staff to the exams team as appropriate	Head of Centre to direct other staff members for additional support.

	<p>Awarding body entry deadlines missed or late or other penalty fees being incurred</p> <ul style="list-style-type: none"> • Pre-exams Exam scheduling (rooms/invigilators etc.) <p>Issuing candidate timetables confidential exam/assessment materials and candidates' work not stored under required secure conditions internal assessment marks and samples of candidates' work not submitted to awarding bodies/external moderators</p> <ul style="list-style-type: none"> • Exam time Exam operations (running the exams) • Results and post-results Downloading/issuing candidate results Dealing with post-result queries/requests 		
<p>SENCo extended absence at key points in the exam cycle</p>	<p>In the event that the SENCo is absence from work at key points in the exam cycle. Key points in the cycle relate to:</p> <ul style="list-style-type: none"> • Planning stage Candidate testing for access arrangements centre fails to recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010 Evidence of need gathering • Pre-exams Approval for access arrangements (applications) modified paper ordered in line with deadlines Staff facilitator training Centre-delegated arrangements put in place • Exam time Access arrangement candidate support 	<p>ESWs and Exams Officer to work with the SLT to identify candidates where applications for access arrangements/reasonable adjustments may be required and make arrangements for testing and applications. The employment of outside agencies/professionals may be required to assist in this process of access arrangement testing.</p>	<p>Head of Centre</p>
<p>Teaching staff extended absence at key points in the exam cycle</p>	<p>When teaching staff are absent for a prolonged period thereby affecting non-examination assessment tasks Key tasks not undertaken including:</p>	<p>Head of centre to employ suitable supply/temporary staff to cover staff absence in the short term ensuring that required assessment tasks are completed. ESWs support teaching and learning activities</p>	<p>Head of centre</p>

	<ul style="list-style-type: none"> • Early/estimated entry information not provided to the exams officer on time; resulting in pre-release information not being received • Final entry information not provided to the exams officer on time; resulting in candidates not being entered for exams/assessments or being entered late/late or other penalty fees being charged by awarding bodies • Non-examination assessment tasks (including controlled assessment and coursework) not set/issued/taken by candidates as scheduled • Candidates not being informed of centre assessed marks before marks are submitted to the awarding body and therefore not being able to consider appealing internal assessment decisions and requesting a review of the centre's marking • Internal assessment marks and candidates' work not provided to meet awarding body submission deadlines 	<p>in the absence of the subject teacher and aid in the completion of all assessment activities</p>	
<p>Exam rooms shortage; lack of appropriate rooms or main venues unavailable at short notice</p>	<p>Criteria for implementation of the plan</p> <ul style="list-style-type: none"> • Exams officer unable to identify sufficient/ appropriate rooms during exams timetable planning • Insufficient rooms available on peak exam days • Main exam venues unavailable due to an unexpected incident at exam time 	<p>Exams Officer will organise rooming for examinations in advance of all examination windows to ensure sufficient time is available to identify appropriate rooms and plan appropriately.</p> <p>In the event of a room not being available at very short notice (or insufficient rooming available), support staff and invigilators will be used to ensure the security of the examination is not compromised whilst alternative rooming is sourced (candidates will be suitably isolated as required).</p>	<p>SLT and exam officer</p>

		<p>Seek advice from awarding organisations and JCQ Inspection Service; request timetable adjustment if required and operate exams on split timings.</p> <p>Alternative accommodation may be used at a nearby centre and candidates transported as appropriate.</p>	
Cyber attack	Where it is identified that a cyber attack may compromise any aspect of the delivery of examinations	<p>Exams Officer will work with IT and make contact with the relevant Awarding Body to seek further guidance.</p> <p>Senior Leaders will monitor the situation and take any action required as directed by the Awarding Bodies.</p> <p>The head of centre will ensure there are procedures in place to maintain the security of user accounts by:</p> <ul style="list-style-type: none"> a) providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret; b) providing training for staff on awareness of all types of social engineering/phishing attempts; c) enabling additional security settings wherever possible d) updating any passwords that may have been exposed; e) setting up secure account recovery options; f) reviewing and managing connected applications; g) monitoring accounts and regularly reviewing account access, including removing access when no longer required; h) ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres 	Exam Officer, SLT and IT

		<p>on cyber security: https://www.jcq.org.uk/exams-office/general-regulations</p> <p>Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.</p> <p>i) reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body.</p>	
<p>Emergency evacuation of the exam room (or centre lock down)</p>	<p>Whole centre evacuation (or lockdown) during exam time due to serious incident resulting in exam candidates being unable to start, proceed with or complete their exams</p>	<p>The centre will invoke its emergency evacuation policy/procedure in line with JCQ's Centre emergency evacuation procedure.</p> <p>Inform relevant awarding organisations as soon as it is possible and safe to do so and seek advice.</p> <p>Refer to emergency plans and/or health and safety policy/lockdown policy, where appropriate.</p> <ul style="list-style-type: none"> - Candidates must remain under supervision at all times - Silence must be maintained - Question papers and scripts must remain secure - Mobile phones and electronic devices must not be used. <p>Where safe to do so, examinations will be paused and resumed in line with JCQ guidance. If the examination cannot be completed, the Exams Officer will contact the relevant awarding body without delay for further instruction.</p> <p>All examination disruptions will be formally recorded, including the date, time, nature of the incident, actions taken, and candidates affected. Records will be retained in accordance</p>	<p>Head of Centre and Exams Officer are responsible for notifying awarding bodies of significant disruption as soon as practicable. Candidates, staff, and parents/carers (where appropriate) will be informed of the situation in a clear and timely manner.</p>

		<p>with JCQ regulations and made available for inspection.</p> <p>Where candidates are disadvantaged due to disruption, applications for special consideration will be submitted to awarding bodies in line with JCQ guidance and published deadlines.</p>	
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Malpractice and Security

The integrity and security of examination materials will be maintained at all times. Any suspected breach of examination security or malpractice arising from disruption will be reported immediately in accordance with JCQ malpractice procedures.

Further guidance:

JCQ Joint Contingency Plan

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

General Regulations for Approved Centres: www.jcq.org.uk/exams-office/general-regulations

Guidance notes on alternative site arrangements www.jcq.org.uk/exams-office/online-forms

Guidance notes for transferred candidates www.jcq.org.uk/exams-office/online-forms

Instructions for Conducting Examinations www.jcq.org.uk/exams-office/ice---instructions-forconducting-examinations

A guide to the special consideration process www.jcq.org.uk/exams-office/access-arrangements

GOV.UK

Emergency planning and response:

Exam disruption www.gov.uk/government/publications/emergency-planning-and-response-for-education-childcareand-childrens-social-care-settings

Dispatch of exam scripts guide: Ensuring the service runs smoothly; Contingency planning <https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service>

Policy Review

This policy is reviewed annually and following any significant examination incident or update to JCQ regulations.