

Westminster Tutors



Examinations Policy

2026-2027

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1. Purpose and scope

- 1.1 This policy sets out how Westminster Tutors Ltd plans, administers and safeguards examinations and assessed qualification work. It supports fair access, reliable assessment and clear routes for candidates to question decisions. It applies to the college's enrolled students and external candidates, and to everyone carrying out examination or assessment duties on its behalf.
- 1.2 Westminster Tutors is an independent further education college providing education principally for students aged 16–25. References to staff include employees and independent teachers where their examination responsibilities apply. The college retains responsibility for the assessments it administers, including work undertaken by contracted personnel.
- 1.3 The current Joint Council for Qualifications (JCQ) regulations and the relevant awarding body's specification, instructions and deadlines govern each qualification. Staff must use the version applicable to the examination series. This policy provides college procedures and does not replace those instructions. Any conflict must be referred promptly to the Examinations Officer and Head of Centre.
- 1.4 The combined document includes the college's examination conflicts of interest policy, non-examination assessment policy, word processor policy, malpractice policy, internal appeals procedures, examination cyber security policy and contingency plan. It is read with the SEND, Equality and Diversity, Safeguarding, Complaints, Data Protection, Data Retention, Acceptable Use and Digital Safety, Assessment and Reporting, and Fire and Lockdown policies.

2. Responsibilities and contacts

- 2.1 Sean Doherty, Principal, is responsible for the college's examination provision and acts as Head of Centre and SENCo. Jason Poon is the Examinations Officer and the first contact for examination administration at exams@westminstertutors.co.uk. An urgent issue on an examination day must also be reported immediately to reception or the invigilator; email alone may not obtain a timely response.
- 2.2 The Head of Centre ensures that centre and qualification approvals, resources, staffing, security, reasonable adjustments and required policies are maintained. The Head of Centre personally completes the annual head of centre declaration, oversees inspection actions and remains accountable for examination integrity. The Head of Centre and Examinations Officer are distinct roles.
- 2.3 The Examinations Officer maintains the annual calendar; coordinates entries, timetables, materials, invigilation, special consideration, results and post-results administration; checks deadlines and records; and escalates gaps or risks to the Head of Centre. Teachers supply and verify subject information; the Examinations Officer submits or coordinates the authorised entry through the awarding body's system.

- 2.4 The SENCo coordinates identification of need, current evidence, normal ways of working and access arrangement decisions, working with teachers, candidates, the appointed assessor and the Examinations Officer. Assessment may be undertaken only by an appropriately qualified assessor appointed by the Head of Centre, with evidence of qualifications held before assessment. Jason Poon is the appointed access arrangements assessor. Evidence of his appropriate assessment qualification is retained by the college. In the SENCo's absence, the Examinations Officer and Pastoral Coordinator coordinate access arrangements, within their roles and the current awarding body requirements.
- 2.5 Subject teachers understand the current specification, assessment rules and permitted assistance; provide accurate entry codes; plan and supervise assessed work; authenticate and mark it; and meet the published college deadlines. Academic leaders coordinate standardisation and suitable independent review. A teacher's contractual status does not remove examination responsibilities.
- 2.6 Invigilators and access arrangement facilitators must receive role-specific training before deployment and updates for each year's requirements. They follow the allocated duties and report incidents without delay. Reception staff who receive examination deliveries must know the secure receipt procedure. IT support implements and evidences the controls agreed under section 12.
- 2.7 The Senior Consultant is deputy Head of Centre. The Principal covers the Examinations Officer's duties with support from the administration team. The Principal ensures deputies receive appropriate training and secure access to the records they need. The Principal provides senior cover during results and post-results periods. Named contacts, cover arrangements and training records are maintained in the restricted operational register.

3. Annual planning and qualification approval

- 3.1 At the start of the academic year, and when a course changes, academic leaders and teachers give the Examinations Officer an accurate curriculum and assessment register. It identifies the awarding body, qualification, specification and component codes, tier or option, series, responsible teacher, assessment mode, endorsements and any practical, speaking or non-examination assessment requirements.
- 3.2 The college must confirm that its centre and qualification approvals cover the proposed entry and that it can deliver all required components before accepting it. Selection of specifications is made by subject teachers in consultation with academic leaders and the Principal. Advertising, course advice and external candidate offers must accurately reflect the approved provision.
- 3.3 The Examinations Officer publishes college deadlines early enough to allow checking, access arrangement applications, internal review and correction before awarding body deadlines. The calendar includes entries and amendments, modified papers, assessed work, centre marks, moderation samples, special consideration, results, reviews and appeals. Staff acknowledge relevant deadlines and flag any risk before they expire.

- 3.4 For 2026–2027, the college coursework deadline is 1 April 2027. Internally standardised centre-assessed marks must be released to candidates no later than 22 April 2027, and final marks must reach Jason Poon, Examinations Officer, by 5 May 2027. The Examinations Officer and academic leaders publish a timetable that allows a meaningful opportunity to obtain assessment materials, request a review and receive its outcome before marks are submitted to the awarding body. Earlier awarding body deadlines take precedence: internal dates must be brought forward where necessary to preserve that review opportunity.
- 3.5 The college plans supervised assessments and mocks under the Assessment and Reporting Policy, including appropriate adjustments and secure evidence of student performance where required by current resilience guidance. These records do not authorise the college to award public examination grades itself or to predict that alternative arrangements will be available.

4. Entries amendments and withdrawals

- 4.1 Students are prepared for examinations at an appropriate level, determined by the subject teacher and Principal after consultation with the student and, where appropriate, parents or carers. Candidates must confirm the exact subjects, qualification codes, units, options and tiers with their teachers. The Examinations Officer checks the completed entry information and provides a statement of entry for the candidate to verify promptly.
- 4.2 A candidate must report incorrect names, identifiers, subject codes, options or missing entries as soon as noticed. Teachers and the Examinations Officer cross-check entries against the curriculum register. They must resolve discrepancies and record the final confirmation, rather than relying only on a candidate's failure to respond.
- 4.3 Resits, late entries and changes are considered with the relevant teacher and Principal, subject to awarding body rules, available facilities, evidence, staffing and deadlines. Any carry-forward of a mark or endorsement must be permitted for the specific qualification and correctly coded. Tier decisions must consider the current specification, accessible grades and the student's evidence of attainment.
- 4.4 The current handbooks reserve the right to withdraw an entry or change tier or level where inadequate work or attendance below 90% leads to a predicted fail or very low grade. This discretion requires an individual, documented decision. The Principal must consider the student's views, current assessment evidence, reasons for absence, SEND, reasonable adjustments, support already offered and the consequences for progression. Attendance or a diagnosis must not operate as an automatic exclusion from an examination.
- 4.5 Before an adverse entry decision, the college must explain the concern and possible consequences, give the candidate a fair opportunity to respond and consider realistic support or alternatives. The decision, reasons, costs and relevant deadline must be communicated in writing. A request to reconsider must be handled urgently under section 21 so that an avoidable deadline is not lost. Regulatory rights and the right to fair review remain available.

- 4.6 Candidate or parent requests for withdrawal or amendment must be checked with the candidate and relevant teacher before action. For adult candidates, the fee payer does not automatically have authority to decide their examination entry. The Examinations Officer records the authority, action taken, awarding body acknowledgement and any resulting charge or refund.
- 4.7 Examination entry fees are borne by the student or agreed fee payer. Before an entry or chargeable change, the college explains the applicable awarding body and college charges, late fees, payment terms and refund conditions in its published fee schedule. Any applicable waiver is confirmed before the charge is made. No unnotified charge is authorised by this policy.

5. External and private candidates

- 5.1 The college accepts external candidates for qualifications offered through OCR, AQA, WJEC/Eduqas and Pearson Edexcel, subject to the college's approved provision and capacity to meet the requirements of each entry. There is no fixed numerical cap on external candidates. Applications use the current registration form and are considered individually. The Examinations Officer confirms the precise qualification, series and available service in writing before accepting an entry.
- 5.2 The college checks identity, candidate identifiers, previous results where needed, entry codes, contact details, fee payer details and component requirements. It requests only necessary documents and explains how they will be used and shared. Any identity document copy must be handled securely and retained only where justified under the relevant retention category.
- 5.3 Acceptance depends on the college being able to meet assessment, safeguarding, access arrangement and authentication requirements. Subjects involving coursework, practical skills, speaking or other non-examination assessments require an agreed, workable assessment arrangement. A report or mark from a private tutor is not in itself sufficient authority to submit work as authenticated.
- 5.4 External candidates must disclose requested access arrangements early and engage with the SENCo's evidence and assessment process. A tick on the registration form is a request, not approval. A blanket requirement that every private candidate supplies Form 8 is not applied: evidence depends on the need and arrangement, and the current JCQ private candidate guidance must be followed.
- 5.5 Before payment or entry is finalised, the college explains what tuition, assessment, practical endorsement, access arrangement assessment, invigilation, results support and post-results services are included or excluded. Any additional charges must be disclosed. The Examinations Officer records whether the awarding body entry qualifies as a private candidate entry and applies the correct designation.
- 5.6 External candidates receive the same relevant conduct information, arrangements, special consideration support, centre review procedures and results information as internal candidates. Any awarding body right to apply directly for an appeal is explained under section 21. The college does not accept Cambridge International (CIE) examination entries. The permitted qualification scope is recorded in the annual qualification register.

6. Access arrangements and reasonable adjustments

- 6.1 The college identifies barriers early and considers reasonable adjustments in teaching, mocks and public assessments. Candidates should contact the SENCo as soon as a need is known and provide relevant information. The college must not promise an arrangement until the evidence, qualification rules and any required approval have been checked.
- 6.2 Teachers provide dated evidence of the candidate's difficulties and usual support in lessons and assessments. The SENCo records the need and normal way of working, obtains appropriate specialist or medical evidence where required, and confirms that the proposed arrangement does not change the assessment objectives.
- 6.3 Previous arrangements do not transfer automatically. A compliant Form 8 and the original assessor's qualification evidence may be reused only where JCQ permits. Form 8RF or a new Form 9 is completed where required by the candidate's progression, circumstances and current rules. A diagnosis, membership of a professional body, private report or centre letter is not a general substitute for the required assessment and documentation.
- 6.4 The Examinations Officer processes Access Arrangements Online applications where required, orders modified papers and records approvals, expiry dates and conditions. Centre-delegated arrangements are documented under the applicable rules; not every arrangement requires an online application. The SENCo checks refusals or unusual needs with the awarding body promptly and considers any permitted alternative.
- 6.5 Temporary injury, illness or a late-emerging need must be referred immediately. The college explores the permitted emergency route and gathers evidence without assuming a missed routine deadline removes all support. Access arrangements and special consideration are different processes; neither guarantees a particular mark or grade.
- 6.6 Before each series, the SENCo and Examinations Officer check the candidate's arrangements, rooming, equipment, staff and evacuation needs. Invigilators receive only the information needed to implement them correctly and confidentially. Candidates practise using their arrangements where possible and know how to report a problem during the assessment.
- 6.7 The college explains decisions and the review route in section 21. Where a reasonable adjustment is required by equality law, a disabled candidate must not be charged for the cost of making that adjustment. Any separately proposed service fee must be clearly distinguished and checked for lawfulness before it is charged.

7. Word processor policy

- 7.1 A word processor may be provided where it reflects the candidate's normal way of working and meets an identified need, subject to the qualification's rules. Relevant needs may include a physical impairment, medical condition, learning difficulty, or handwriting difficulty affecting legibility. Preference, faster typing or use of a laptop at home alone does not establish entitlement.

- 7.2 The SENCo records the reason and supporting evidence with input from teachers. The Examinations Officer confirms that the arrangement is allowed for each component, organises suitable equipment and ensures candidates practise in assessment conditions. An approved word processor does not automatically confer extra time, a reader, a scribe or a separate room.
- 7.3 The college provides and checks a secure device. Unless specifically permitted under an approved arrangement and the relevant rules, spellcheck, grammar checking, predictive text and automatic assistance must be disabled. The candidate must have no access to internet, messaging, AI tools, unauthorised files, applications or other candidates' work. Previously stored assessment data and any permitted removable medium must be cleared.
- 7.4 Before the examination the responsible member of staff checks charge or power supply, settings, saving and printing, and that the screen and keyboard will not disturb or expose work to other candidates. The invigilator records device checks and any incident. A tested spare device and a secure recovery or handwriting contingency must be available where needed.
- 7.5 The candidate's centre number, candidate number, component code and page numbering must appear on the typed script. Candidates are reminded to save regularly. At the end, printing and checking take place under supervision, with the candidate present to confirm that the printout is their work. They must not edit answers after the permitted working time. Typed pages are attached to any relevant answer booklet and handled with the other scripts.
- 7.6 If equipment fails, the invigilator stops affected work, records time and calls the Examinations Officer. The candidate remains supervised while an authorised solution is arranged. Lost working time and any disadvantage are recorded and addressed under current examination and special consideration rules; staff must not allow unsupervised recovery or access to a personal online account.

8. Conflicts of interest policy

- 8.1 All staff, teachers, invigilators, assessors and reviewers must disclose an actual or potential examination conflict to the Head of Centre as soon as it is known, and update the disclosure when circumstances change. This includes close personal relationships with candidates, teaching or assessing family or close friends, and staff taking qualifications themselves.
- 8.2 The Head of Centre maintains a confidential register showing the conflict, affected candidate and qualification, reporting requirement, agreed safeguards, responsible person and review date. Examinations office relationships with candidates at this or another centre, and staff entries at this or other centres, must be considered even where the qualification has no internally assessed component.
- 8.3 The Examinations Officer ensures required disclosures reach the awarding body before its published entry deadline, including relevant close relationships in teaching or assessment and speaking, listening or oracy components. A conflict discovered later is reported promptly. The exact notification and moderation requirements are checked for each qualification.

- 8.4 Safeguards may include an independent assessor or reviewer, separate checking of marks and entries, restricted access to materials, and allocating a different invigilator. No person may approve their own safeguards or review a decision in which they were involved. If the Head of Centre has the conflict, the matter goes to the proprietor or a nominated governance representative who is independent of it.
- 8.5 The Head of Centre checks that safeguards are practical in a small college and secures external expertise where necessary. The record is retained under section 22 and is available for authorised inspection. A declaration alone does not remove the need to manage the risk.

9. Non examination assessment policy

- 9.1 This section covers coursework, practical and speaking assessments, projects, endorsements and other non-examination assessment (NEA) within the qualifications the college offers. The subject teacher identifies which JCQ and awarding body instructions apply to each component, including any externally assessed element. Generic classroom practice must not override assessment-specific rules.
- 9.2 Before work starts, the teacher records the correct current task, permitted resources, supervision, time or word limits, collaboration, feedback, authentication, assessment criteria and submission requirements. Academic leaders check the schedule, staffing and resources, including laboratories, recordings and access arrangements. Candidates receive clear instructions and deadlines in an accessible form.
- 9.3 Tasks and preparatory materials are released only when permitted. The teacher supervises the work to the required level and keeps sufficient records to establish authorship. Where collaboration is allowed, individual contributions and assessable outcomes must remain identifiable. Work completed outside supervised sessions must still be capable of authentication.
- 9.4 Teachers give only the advice and feedback allowed by the specification. Any additional assistance is recorded and reflected in marking or reported as required. Candidates must not receive model answers or task-specific writing frames where these would breach the rules, and cannot improve already assessed work unless the specification expressly allows it.
- 9.5 Candidates must acknowledge sources, protect their work from copying and submit their own work. Permitted use of AI as a source requires the identification, date and retained evidence required by current JCQ guidance, with an explanation of its use. The college's general approach to routine AI in learning does not waive assessment acknowledgement or authentication rules. Prohibited AI use remains prohibited even if declared.
- 9.6 The teacher and candidate complete the required authentication declarations at the appropriate stage. A teacher must not authenticate work they cannot establish as the candidate's own. Doubt about authorship, suspected plagiarism or AI misuse is referred promptly under section 19. A candidate is given an opportunity to explain the evidence, but staff must not conceal an issue or sign on the candidate's behalf.

- 9.7 The college submits coursework marks only where the work has been marked and internally standardised by an appropriately competent teacher engaged through the college, including for retake students. Teachers mark using the awarding body's criteria, retain a clear audit trail and take part in internal standardisation. Standardisation must be undertaken by someone with appropriate subject and assessment expertise; the Examinations Officer's administrative role does not make them the subject moderator for every discipline. Teachers remain responsible for reviewing all the candidate's work and the mark awarded, including where a permitted AI tool has assisted their work.
- 9.8 Centre-assessed marks are shared with candidates and reviewed under section 10 before they are submitted to the awarding body. Teachers give the Examinations Officer accurate marks, authentication records and required samples by the checked calendar deadlines. The Examinations Officer verifies submission and keeps evidence of upload or dispatch and receipt.
- 9.9 Live tasks, candidate work and recordings are stored securely, with access limited to authorised people. Electronic work must have recoverable backups and controlled access between sessions. Work taken off site for authorised marking must remain protected and must not be placed in personal email, unapproved cloud tools or public AI services. Live work must not be shared with other candidates.
- 9.10 Where a candidate misses a deadline, the teacher immediately records what work exists and why, informs the Examinations Officer and considers adjustments, authorised extensions or special consideration where applicable. The college must not delay other candidates' submissions without authority. No work is fabricated, backdated or accepted contrary to the specification.
- 9.11 Loss of work, failed recordings, absence of an assessor or a missed practical opportunity must be reported immediately to academic leaders and the Examinations Officer. Preserve existing evidence, identify affected candidates, consult the awarding body and use section 18. The college cannot invent a replacement mark or promise acceptance of reconstructed work.
- 9.12 For science practical endorsements, speaking or performance components and private candidates, the responsible teacher and Examinations Officer must separately confirm all required activities, records, facilities, assessor competence and carry-forward rules. A written-paper entry alone must not be represented as completion of these requirements.

10. Review of centre assessed marks

- 10.1 Every candidate whose qualification includes a centre-assessed mark has access to this procedure, regardless of cohort size. Before marks are sent to the awarding body, the college informs the candidate of their mark, explains that external moderation may change it, and provides the deadline and method for requesting a review.
- 10.2 The candidate may ask the Examinations Officer for copies of the assessed work and the material needed to understand the assessment, including relevant marking and assessment criteria. The college supplies this promptly, subject to necessary protection of other candidates' information and confidential material. The published timetable must allow reasonable time to consider the material and request a review.

- 10.3 A review request should be made in writing to exams@westminstertutors.co.uk, identifying the component, the concern and any relevant evidence. The college provides help to make the request accessible where needed. The candidate's concern need not be expressed in technical language. A parent or representative may assist where appropriately authorised.
- 10.4 The Head of Centre appoints an appropriately qualified subject reviewer with relevant competence who was not involved in the original assessment and has no personal interest in the outcome. Where the college cannot provide a suitably independent specialist, it must arrange an external reviewer. The Examinations Officer checks availability before publishing the review timetable.
- 10.5 The reviewer checks whether the mark is consistent with the required standard and whether a marking or administrative error has occurred, using the work and the centre's standardisation evidence. The review is not an opportunity for the candidate to submit improved or additional work. The candidate is told beforehand that the mark may rise, fall or remain unchanged.
- 10.6 The college communicates the outcome and reasons in writing, makes any required correction and completes the process before submitting marks. The Head of Centre is informed of the outcome; any decision not to accept a reviewer's outcome must be reported to the awarding body in accordance with JCQ requirements.
- 10.7 A concern about the fairness or operation of this review procedure is considered urgently under section 21. The review, outcome and related correspondence are retained. Any significant irregularity is referred to the awarding body. Subsequent external moderation and its review are separate awarding body processes, not a second opportunity to submit new work.

11. Security of examination materials

- 11.1 The Examinations Officer controls receipt, checking, secure storage, movement, authorised opening and dispatch of confidential examination materials. Reception must notify the Examinations Officer or authorised deputy immediately on delivery and follow the secure handover procedure. Packages must not remain unattended in a public or general office area.
- 11.2 Receipt and movement records must show what arrived, when, who handled it, any damage or discrepancy, and where it was secured. A suspected missing, damaged, opened or compromised package is escalated immediately to the Head of Centre and relevant awarding body. Staff must not open a package merely to investigate a concern without following the permitted procedure.
- 11.3 The college must maintain the secure room and storage facility required by current ICE, with a controlled record of authorised keyholders, access and arrangements for absence. Keys, codes and detailed security locations belong in the restricted operational register, not this candidate-facing policy. General office access or a CCTV camera does not substitute for the required physical security.
- 11.4 Only authorised personnel may obtain secure electronic papers or pre-release material. They must use the awarding body's instructions, approved devices, secure printing and current release times. Temporary downloads, printer queues and copies must be controlled and securely removed when no longer needed. Electronic delivery must not be used as an informal workaround for compromised security.

- 11.5 Question paper packets are checked by two authorised people at the required point against the examination, date, time, component and candidates, and opened only within the permitted rules. The check and any early opening or alternative site arrangements must be recorded. Teachers cannot have access to live material merely because they teach the subject.
- 11.6 At the end, invigilators account for scripts and materials before dismissing candidates. The Examinations Officer checks, packages, logs and dispatches scripts using the awarding body's designated arrangements, retaining tracking evidence. Undispatched scripts remain secure. Unused or surplus papers are released only after the applicable embargo, including any clash or security restrictions, has expired.

12. Examination cyber security policy

- 12.1 This section applies to examination accounts, candidate data, electronic assessments, results, stored work and systems that exchange data with awarding bodies. The Examinations Officer and Principal are responsible for examination IT security, backups and recovery, obtaining specialist IT support where needed. They maintain an inventory of systems, responsible people, access, backups and recovery arrangements, and verify the controls before use.
- 12.2 Each authorised user must use an individual account, a strong unique password and secure recovery arrangements. Credentials and authentication approvals must never be shared. Multi-factor authentication must be used where available on systems containing examination information, including connected systems. Where it is unavailable, the Principal and Examinations Officer, with specialist IT support where needed, must document and test equivalent layered protection.
- 12.3 Access is limited to the user's examination role, reviewed before each series and removed promptly when no longer required. Approved connected applications, sharing permissions and account recovery options must be checked. Staff must verify unexpected links, attachments, payment requests or requests for papers through a trusted contact route and report suspicious activity immediately.
- 12.4 All users of awarding body online systems must complete annual cyber security training and the college must retain evidence. Training covers passwords, account confidentiality, multi-factor authentication, phishing, social engineering and prompt reporting. No one is to be blamed or discouraged for reporting a suspected mistake quickly.
- 12.5 The Examinations Officer and Principal ensure that supported software, timely security updates, device protection and secure configurations are maintained, and that backup restoration for electronic assessment evidence is tested. They obtain specialist IT support where needed. At least one recovery copy must be protected from the same failure or compromise as the live system. The operational register records the method, responsible person and test date.
- 12.6 Confidential papers, candidate work and personal data may only be processed through approved systems and authorised devices. They must not be uploaded to public AI services, personal storage or unapproved applications. Remote access, portable media and printing require the controls appropriate to the material and awarding body instructions.

- 12.7 Anyone suspecting compromised credentials, phishing, ransomware, unauthorised access or disclosure must contact the Examinations Officer and Principal immediately, using another trusted route if the normal account may be compromised. Stop unsafe activity and preserve evidence; do not delete logs or attempt an unapproved technical fix. The Examinations Officer and Principal coordinate containment and restoration from verified clean systems, obtaining specialist IT support where needed.
- 12.8 The Head of Centre ensures the affected awarding body is told immediately where its systems may be compromised or assessment delivery or security is at risk. The college also follows its personal data breach and safeguarding procedures where applicable. Recovery includes checking entries, marks, files and permissions for unauthorised changes, recording decisions, informing affected candidates appropriately and testing corrective action.

13. Rooms staffing and invigilation

- 13.1 Before each series the Examinations Officer and Principal approve suitable rooms for the actual cohort, paper and access arrangements. Rooms must meet current ICE requirements for seating, visibility, clocks, notices, permitted displays, lighting, ventilation, noise and access, and must be available for inspection.
- 13.2 The Examinations Officer records the seating plan, room allocation, candidate numbers, access arrangements and invigilator rota. Changes on the day are recorded. Separate rooms, practical or listening assessments and supervised rest breaks must have suitable staffing without leaving any candidate unsupervised.
- 13.3 The Examinations Officer checks current minimum invigilation ratios and any additional requirements for the assessment. Invigilators must be competent, trained and free from prohibited conflicts. Teachers must not invigilate their own subject examination where the rules prohibit it. Invigilators must give their full attention to supervision and know how to summon help without leaving the room unattended.
- 13.4 Before admission, the lead invigilator checks the room, materials, secure devices, approved adjustments, identity arrangements and emergency information. Candidates are admitted and seated under supervision. Only people permitted under ICE may enter the examination room, and their presence must not compromise security or disturb candidates.
- 13.5 Invigilators give the required announcements and start and finish instructions, maintain an incident log and apply access arrangements exactly as authorised. They must not interpret questions, suggest answers, give unauthorised prompts or advice, or allow subject teaching during the examination. Suspected paper errors are referred through the Examinations Officer to the awarding body.

14. Candidate information and timetable clashes

- 14.1 Candidates receive their checked timetable, venue and arrival instructions, candidate identifiers, relevant JCQ information and warnings, permitted equipment, access arrangements and contact details before the series. The Examinations Officer keeps evidence that information was supplied. Candidates must check their timetable and raise clashes, travel difficulties or errors promptly.

- 14.2 Candidates must bring only permitted materials, follow identity checks and obey invigilator instructions. Phones, watches and other prohibited electronic or communication devices must be kept outside the examination room under the college's notified arrangements. Possession of unauthorised material can be malpractice even if it is not used. Medical devices or exceptional needs must be agreed in advance under the applicable rules.
- 14.3 The Examinations Officer identifies clashes across all known entries, including entries at other centres, and arranges the permitted supervision and timing. Candidates must not independently change a session or assume that personal travel, work or holidays justify moving an examination.
- 14.4 During clash supervision, candidates remain under the required conditions and must not contact others or access information that could compromise a paper. Overnight supervision is used only where allowed, with required authorisation, declarations and safeguarding arrangements. The candidate and any responsible adult are told the conditions and consequences of a breach.
- 14.5 Candidates are informed of the applicable published contingency dates and the need to remain available for the relevant series. The college does not invent alternative dates or reschedule a public examination without the necessary awarding body authority.

15. Late arrival absence and illness

- 15.1 A candidate who expects to be late or absent must contact the college immediately. Reception alerts the Examinations Officer and checks unexplained absence through the agreed contact arrangements. Welfare or safeguarding concerns are escalated appropriately. Staff must not advise an absent candidate that special consideration is automatic.
- 15.2 The Head of Centre or authorised deputy decides whether to admit a late candidate under current ICE. A candidate who is admitted must receive the required information and warnings and be given the full examination time. There is no separate college rule allowing full time to be withheld after 15 or 30 minutes.
- 15.3 For an examination lasting an hour or more, arrival more than one hour after the awarding body's published starting time is treated as very late; for a shorter paper, arrival after its published finishing time is very late. These thresholds use published times, not a locally adjusted start. The Examinations Officer checks the current rule for the specific assessment.
- 15.4 For a very late candidate, the college records supervision, reason for lateness, actual start and finish times and any possible exposure to the paper. It warns the candidate that the awarding body may not accept the script, sends the script normally and submits the required very late arrival report within the current deadline, presently seven days from the examination.
- 15.5 A candidate who becomes unwell or needs an urgent break must alert the invigilator. Staff protect welfare, record the event and maintain supervision, using an authorised rest break or other permitted arrangement where applicable. They must not guarantee additional time or a mark adjustment outside the rules. If an examination cannot be completed, the Examinations Officer obtains awarding body advice.

- 15.6 Illness or other adverse circumstances should be reported promptly with the evidence reasonably required for the applicable process. The policy does not impose an automatic same-day medical appointment or doctor's letter in every case. The Examinations Officer explains the evidence and submission requirements and considers special consideration under section 17.

16. Emergency evacuation and lockdown

- 16.1 Protecting life takes priority. Invigilators follow the college's current Fire and Lockdown Procedures and emergency service instructions, with any agreed individual evacuation plan. The fire meeting point is the corner of Old Brompton Road and Queen's Gate unless it is unsafe; if so, the group moves together away from danger and informs the Fire Co-ordinator.
- 16.2 On an evacuation, tell candidates to stop writing and close their answer booklets. Note the time if safe, take the attendance register if immediately accessible, and lead candidates out by the nearest safe route. Question papers and scripts must be left in the examination room. Do not collect scripts, retrieve belongings or secure them in a safe before leaving.
- 16.3 Keep candidates silent and supervised as closely as safety permits, separate from other groups where practicable, and prevent discussion of the examination or access to devices. Check attendance and tell the Fire Co-ordinator of anyone missing and their last known location. Do not re-enter or search for missing people.
- 16.4 Re-entry occurs only when authorised as safe. The Examinations Officer and Head of Centre decide with awarding body advice, where needed, whether and how the examination may resume. Candidates receive the remaining permitted working time. Any loss of supervision, contact, discussion or security must be recorded honestly and reported; staff must not assume integrity has been preserved.
- 16.5 If the lockdown signal sounds or there is another security threat, follow the current college lockdown procedure and police instructions. Stop assessment activity where necessary, keep candidates safe and account for them. Do not move towards a threat to preserve an examination or reach the usual assembly point.
- 16.6 The lead invigilator makes a full incident record, including times, candidates affected, supervision and action taken. The Examinations Officer promptly reports any breach of paper security or suspected malpractice and applies for special consideration where candidates have been disadvantaged and meet the requirements. Where evacuation cannot safely be followed by resumption, section 18 applies.

17. Special consideration procedure

- 17.1 Special consideration is an awarding body process for eligible candidates affected by temporary illness, injury or another qualifying adverse circumstance at the time of assessment. It is distinct from a planned access arrangement. It is not compensation for inadequate preparation, a general prediction of performance or an entitlement to a particular outcome.

- 17.2 Candidates, teachers and invigilators must alert the Examinations Officer as soon as possible. The officer records the component, date, event, effect on performance or attendance and supporting evidence, and checks the current eligibility rules, including any minimum assessment requirement where a component was missed.
- 17.3 The Examinations Officer submits an eligible application through the required route by the relevant awarding body deadline and retains the evidence and acknowledgement. There is no universal college rule of seven days after the last unit: the officer must check the published deadline for that qualification and series and act promptly. Late evidence or a late request is referred to the awarding body rather than automatically promised or rejected.
- 17.4 The candidate is informed of the application, outcome and any reason the college decides not to apply. A disagreement about the college's decision can be reviewed urgently under section 21; a challenge to the awarding body's decision follows its appeal process. Staff must not inflate the circumstances or submit an unsupported application.

18. Examination contingency plan

- 18.1 The Head of Centre activates this plan when a risk threatens an entry, assessment, secure material, access arrangement, result or deadline. The Examinations Officer or deputy establishes who and what is affected, protects people and evidence, contacts the relevant awarding body and logs decisions. Candidates receive verified practical instructions through the agreed college contact route.
- 18.2 Absence of critical staff: the Principal covers the Examinations Officer with support from the administration team. The Senior Consultant acts as deputy Head of Centre. The Examinations Officer and Pastoral Coordinator coordinate access arrangements in the SENCo's absence. Required assessments must be carried out only by an appropriately qualified assessor. Deputies use the restricted operational register to identify urgent entries, access arrangements, assessed work, materials and deadlines, and contact the Proprietor where necessary.
- 18.3 Teacher or invigilator absence: academic leaders secure a suitably competent replacement and transfer relevant records securely. The Examinations Officer checks that invigilation, subject assessment and conflicts requirements remain satisfied. An examination must not proceed with insufficient supervision or a substitute who cannot fulfil the required role.
- 18.4 If the college premises cannot be used, the Principal will arrange an alternative venue at another school or college, liaising with the Proprietor and relevant awarding bodies. The Examinations Officer completes required notifications or approvals, arranges secure transport of materials and compliant rooms, and tells candidates how to attend. Accessibility, safeguarding, travel and supervision must be considered.
- 18.5 IT, power or cyber failure: use the tested recovery arrangements under section 12, maintain secure paper records of urgent actions where appropriate, and contact the awarding body for an authorised alternative to online submission or electronic assessment. Keep evidence of the failure and attempts to meet deadlines. Do not use personal accounts, share passwords or relax assessment security to restore service.

- 18.6 Missing or delayed papers: check the delivery record and contact the awarding body immediately for a permitted replacement or secure electronic supply. The Examinations Officer arranges authorised printing and controlled distribution. Staff must not obtain papers from an unofficial source or substitute a different paper.
- 18.7 Script collection failure or loss of assessment evidence: keep undischarged scripts secure, contact the designated collection service and awarding body, retain tracking information and follow the approved alternative arrangements. If work or recordings are lost, damaged or corrupted, preserve remaining evidence and report the facts; do not recreate a candidate's assessed work on their behalf.
- 18.8 Candidate or community disruption: establish safe attendance options and consult the awarding body about alternative venues, authorised timings or special consideration. Teaching disruption is addressed through realistic study and assessment plans under academic leadership. Public examinations are not cancelled or moved solely by a college announcement.
- 18.9 Results or post-results disruption: the Principal, providing senior cover, works with the awarding body to retrieve and release results securely, communicate an alternative contact route and protect review and appeal deadlines. Staff cover must continue through the relevant service window, not only on results day.
- 18.10 For every incident, keep a factual log of decisions, contacts, affected candidates, approvals, deadlines, costs and outstanding actions. After recovery, the Head of Centre reviews what failed, assigns corrective actions and tests the revised arrangement. The Principal and Examinations Officer review and test contingency and recovery procedures before each series, including deputy cover and the steps for arranging alternative premises.

19. Malpractice and maladministration policy

- 19.1 This section covers every qualification administered by the college and applies to candidates, employees, independent teachers, invigilators, assessors and other contracted personnel. Malpractice includes conduct that compromises, attempts to compromise or could compromise assessment integrity. Maladministration includes failures in required administration; absence of deliberate intent does not remove the need to report a serious breach.
- 19.2 The college prevents malpractice by explaining current candidate rules, permitted assistance, source acknowledgement, AI restrictions, authentication and sanctions before assessment, training relevant staff, controlling materials and checking entries and marks. Candidates are warned that sanctions can include loss of marks or disqualification. Staff must neither assist improper work nor conceal an error to protect results or reputation.
- 19.3 Report any suspected breach immediately to the Examinations Officer or Head of Centre. An invigilator records the facts, secures relevant evidence where safe and follows current ICE on allowing the examination to continue. If the concern involves the Head of Centre, report directly to the relevant awarding body and through the appropriate proprietor or governance route; do not send it only to the person implicated.

- 19.4 The Head of Centre immediately reports suspected malpractice to the relevant awarding body using the prescribed process without waiting for a college disciplinary conclusion. They seek instructions before conducting an investigation that could prejudice the awarding body's process. In the limited cases where current rules allow unauthenticated candidate work to be dealt with internally, record the basis and action; do not treat that exception as permission to withhold a report of staff malpractice.
- 19.5 Preserve relevant original work, versions, messages, logs, statements and authentication records securely. Establish facts impartially, separate the investigator from conflicts and give the person concerned the required information and opportunity to respond. Where the candidate is a child or an adult at risk, keep the parent, carer or appropriate adult informed as required, taking safeguarding advice where necessary. Explain that evidence may be passed to the awarding body. Staff must cooperate with authorised investigations and meet response deadlines.
- 19.6 AI tools generate or transform material such as text, images, code or audio. Their output can contain errors, invented sources or biased material. AI may support ordinary learning where allowed by the teacher and college policy, but assessment-specific restrictions take priority. Presenting generated work as the candidate's own, disguising its use or using AI for a prohibited task is malpractice. Acknowledgement requirements are in section 9. AI-detection output is not treated as proof on its own. Teachers consider the candidate's work, drafts, sources, explanation and permitted conditions. Educational support or a college behaviour response does not replace a required report to the awarding body after authentication or in another reportable case.
- 19.7 The awarding body determines examination sanctions within its jurisdiction. The college communicates outcomes and available appeal rights accurately, retains the case record and implements corrective action. College employment, contractual, behaviour, safeguarding or criminal matters are handled through their appropriate parallel routes without obstructing the examination process.

20. Results post results services and certificates

- 20.1 The Examinations Officer publishes how and when candidates will receive results and contact the college for advice. Results remain confidential until the awarding body's release time. Identity and any authority for another person to collect or receive results are checked; fee payer status alone does not establish permission to receive every record.
- 20.2 The Examinations Officer and Principal must be available during results and post-results periods. Missing, incomplete or apparently incorrect results are checked promptly with the awarding body. Candidates whose progression depends on a result are helped to identify urgent service deadlines and contact their university or other provider.
- 20.3 The college explains the available clerical re-check, review of marking, review of moderation and access-to-scripts services, their limits, deadlines, costs and potential outcomes. A review is not a fresh marking exercise merely because a candidate hoped for a higher grade. Reviews of moderation are centre-level services subject to the awarding body's conditions.

- 20.4 Before a clerical re-check or review of marking, the Examinations Officer obtains the candidate's informed written consent after results are issued, using the current requirements and explaining that marks or grades can go down, stay the same or go up, including following a related appeal. Parent or teacher wishes do not replace candidate consent. Required permission for access to and any teaching use of scripts is obtained separately.
- 20.5 Requests are recorded, checked and submitted by the Examinations Officer through the authorised system. The candidate receives confirmation and the outcome. A refusal to support a requested service or appeal is explained with the internal review route in section 21. Candidates must be told of shorter priority deadlines where an offer or place is at risk.
- 20.6 Candidates pay the applicable fees for post-results services, including requests proposed by a teacher, in accordance with the published fee schedule. The college explains costs, advance payment requirements and refund conditions before a request is authorised. No charge is assumed where the awarding body service is free. The protection against charging for a required reasonable adjustment in section 6 continues to apply.
- 20.7 Certificates are checked on receipt, stored securely and made available to the candidate. Identity or written authority for collection by a representative is checked and issue is logged. Errors are reported promptly to the awarding body. Unclaimed certificates are retained for at least 12 months from issue and then returned or confidentially destroyed only as the awarding body permits; destruction records are kept for four years.

21. Internal appeals and complaints

- 21.1 Candidates may challenge a centre decision about internal assessment procedure, access to a post-results service or awarding body appeal, access arrangements or special consideration. They may also ask for review of an entry, withdrawal or tier decision. The separate review of a centre-assessed mark is set out in section 10 and must be completed before mark submission.
- 21.2 The candidate or authorised representative should write to the Examinations Officer at exams@westminstertutors.co.uk, identifying the decision, date, concern, evidence and requested outcome. Requests concerning the Examinations Officer go to the Principal; those concerning the Principal go first to Penny Johnson, Chair of the Governance Advisory Board, at penny@westminstertutors.co.uk. If she is conflicted or unavailable, they go to David Game, Proprietor, at dgame@davidgame-group.com. Reasonable adjustments and help to make a request are available.
- 21.3 The college must acknowledge the request promptly, identify the external deadline and tell the candidate who will review it and when to expect an outcome. The published internal timetable must leave enough time for an effective review and any authorised submission. Urgent cases are expedited; a routine complaints timescale must not be allowed to exhaust an examination deadline.
- 21.4 The Head of Centre, or the independent person overseeing a complaint about them, appoints a competent reviewer who was not involved in the decision and has no conflict. The reviewer considers the evidence, relevant rules, candidate's explanation and whether the decision and process were fair and properly reasoned. They may seek specialist advice and require a correction, reconsideration or other appropriate remedy within the rules.

- 21.5 The candidate receives the written outcome, reasons, any action and remaining external route in time to use it where possible. The Head of Centre retains responsibility for the college's communications with awarding bodies. An internal review does not itself reverse an awarding body decision or extend its deadline.
- 21.6 Appeals against an awarding body decision follow the current JCQ appeals guide and that body's qualification-specific process. For internal candidates, the Head of Centre submits an eligible appeal; a decision not to do so is subject to this internal procedure. Private candidates may have direct rights under the awarding body's rules, which the college must explain rather than deny.
- 21.7 For an awarding body appeal, the Examinations Officer verifies the permitted grounds, required prior review, applicant, consent, documents, fee and deadline. They explain any further hearing or regulator review route that actually applies. Complaints about college service can also use the Complaints Policy, but must be distinguished from challenges to assessment judgments and must not delay a time-critical examination remedy.

22. Data protection and retention

- 22.1 Examination information is processed for entry, assessment, support, awarding and related administration in accordance with the Data Protection Policy and privacy notices. The college supplies required privacy and candidate information about awarding body processing, including applicable uses of candidate materials and any available choices. Sensitive evidence is shared only where necessary and through an approved secure route.
- 22.2 The Examinations Officer maintains accurate records and restricts access by role. Candidate support information is provided to invigilators on a need-to-know basis. Disclosure to parents, carers or fee payers must take account of the candidate's age, capacity, rights, wishes and the lawful basis; it must not be assumed from payment of fees alone.
- 22.3 The Data Retention Policy governs the record category and starting point. Routine entries, conflicts, seating plans, invigilation and examination administration are retained for three years after the end of the series, subject to current awarding body requirements and closure of relevant enquiries. Access arrangement applications and supporting evidence are retained for three years after the student leaves, provided regulatory requirements are met.
- 22.4 Malpractice, examination complaint and appeal case files are retained for seven years after closure, or longer if an awarding body requirement or preservation hold applies. Assessed work and scripts remain secure until the applicable return, review, appeal and investigation requirements have expired. Authentication and conflict records must never be destroyed before their required examination retention period has ended.
- 22.5 Final results remain in the college's minimal permanent record. Certificate collection or delivery records are retained for three years after issue, unclaimed certificates for at least 12 months, and certificate destruction records for four years from destruction. Destruction records identify candidate number, awarding body, qualification and series.

- 22.6 Routine disposal is suspended where there is an unresolved complaint, appeal, investigation, legal claim or other preservation requirement. The Examinations Officer checks holds and awarding body instructions before return or secure deletion. Duplicate working copies must not become uncontrolled archives, and departing staff must transfer required records to an authorised successor.

23. Review

- 23.1 The Principal reviews this policy annually with the Examinations Officer, SENCo, academic leaders and relevant IT support, and after a significant change or incident. The next scheduled review is September 2027. The college communicates the procedures, supplies accessible candidate information and withdraws superseded examination instructions. Operational records, training and security information are maintained in a restricted register; passwords, access codes and sensitive security details must not be included in the public policy.
- 23.2 The Head of Centre ensures that any risk to meeting an examination requirement is assigned an owner and resolved before the affected entry or assessment is accepted or delivered. Staff must contact the relevant awarding body where a regulatory requirement cannot be met. The Examinations Officer checks service dates and requirements against the guidance applicable to each series, including Summer 2027 results and post-results services.

24. Reference framework

- 24.1 Staff must check for amendments and use the current guidance applicable to the qualification and examination series. Access arrangements, post-results services and deadlines must be checked against the publications for that series.
- JCQ General Regulations for Approved Centres 2026–2027.
 - JCQ Instructions for Conducting Examinations effective from 1 September 2026.
 - JCQ Access Arrangements and Reasonable Adjustments and current supplementary guidance.
 - JCQ guidance on access arrangements for private candidates.
 - JCQ Instructions for Conducting Non Examination Assessments and related coursework guidance.
 - JCQ Notice to Centres on informing candidates of their centre assessed marks.
 - JCQ Suspected Malpractice Policies and Procedures effective from September 2026.
 - JCQ AI Use in Assessments and authentication guidance.
 - JCQ guide to the special consideration process.
 - JCQ Post Results Services guidance for the relevant examination series.
 - JCQ guide to awarding organisations appeals processes effective from June 2026.
 - JCQ guidance on preparing for disruption to examinations.
 - JCQ cyber security policy guidance for centres.

Ownership and consultation	
Policy owner	Principal and Head of Centre
Operational lead	Jason Poon, Examinations Officer
Audience	Candidates, parents and carers, employees, independent teachers, invigilators and governance
Version control	
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Previous document	Exams Policy WT Sep 2021, with earlier updates recorded in its text
Review dates	Reviewed and approved by Sean Doherty, Principal, 16 October 2026
Implementation date	16 October 2026
Next review date	September 2027, or earlier following a regulatory change or significant incident