

## Examinations Quality Assurance Framework

### Examination security (including IT)

Prior to examinations taking place, papers and access to online materials are kept securely. Physical copies of examination material are kept in the examination safe in a room with restricted access. Passwords to access material online are kept securely and shared only with appropriate staff members. Passwords or key codes for learners to access online examinations are downloaded immediately prior to the examination only, before being distributed to learners.

Examinations are invigilated and, depending on awarding organisation requirements, the invigilator may need to be a person other than the tutor and may need to be trained in administering particular examinations. Learner ID is checked on arrival at examinations and additional checks are conducted to ensure that learners completing online examinations are logged in to the appropriate account and examination. Further information on what constitutes inappropriate examination behaviour is outlined in the malpractice policy.

Following examinations, examination papers are kept in the examinations safe and sent by special delivery to awarding organisations. Any notes which learners made, if not required to be submitted with the examination paper, are destroyed. In the case of examinations done on computer, any material saved to the computer is wiped. If files are required to be kept, they are saved on USB stick and stored in the examination safe.

### Examination Appeals

Hillingdon Adult and Community Learning (HACL) is committed to a quality assurance process for all qualifications. HACL recognises the need to ensure that assessment is fair for all learners and therefore recognises the right of all learners to appeal against assessment decisions. Learners will be charged for this process.

Listed below is the specific appeals process for externally and internally assessed work.

Learners should please refer to their tutor or Curriculum Manager for a more detailed appeals process for their particular qualification. Please note there are fixed time scales for all these stages so learners must act promptly.

#### **Externally Assessed Work**

If a learner wishes to appeal on **externally assessed or marked work**, they should contact their Curriculum Manager who will forward the appeal to the Examination Officer and the awarding body for consideration.

#### **Internally Assessed Work**

Courses may have internally assessed work that learners complete during their studies which contributes towards their final qualification.

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The appeals process is composed of the following steps if a learner is dissatisfied with their result or assessment decision.

They should:

<b>Step 1</b>	Contact their Tutor/Internal Verifier or Curriculum Manager in writing within 20 working days of receipt of receiving the decision. Wherever possible HACL will try to resolve all appeals at this stage.
<b>Step 2</b>	In the case of unresolved appeals, the matter will then be forwarded to an Appeals panel made up of independent curriculum assessors who will review their work and attempt to find a satisfactory solution
<b>Step 3</b>	Unresolved appeals will have to be forwarded to the Awarding body

## Registration and Certification

### Aims

- To register individual learners to the correct programme within agreed timescales.
- To claim valid learner certificates within agreed timescales.
- To construct a secure, accurate and accessible audit trail to ensure that individual learner registration and certification claims can be tracked to the certificate which is issued for each learner.

In order to do this, the centre will:

- Register each learners within the awarding body requirements
- Provide a mechanism for programme teams to check the accuracy of learner registrations.
- Make each learner aware of their registration status
- Inform the awarding body of withdrawals, transfers or changes to learner details.
- Ensure that certificate claims are timely and based solely on the documentation containing full details of the award to be claimed and signed by the relevant Curriculum Manager & Internal Verifier and/or External Verifier where appropriate.
- Audit certificate claims made to the awarding body
- Audit the certificates received from the awarding body to ensure accuracy and completeness.
- Keep all records safely and securely for three years post certification.

## Re-sits

HACL recognises that some learners may need repeated opportunities to achieve their chosen qualification. We will only recommend resits where results are very close to passing and a small improvement would enable learners to succeed However:

- All examination Board costs and any additional costs incurred in organising the re-sit examination, including invigilation and administration, should be paid in advance

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and will be the responsibility of the learner. These costs will not be refundable. [*No Access Funds will be available for re-sit examinations*]

- All applications will be approved by Curriculum Manager who will provide a rationale to the Exams Officer for approval by the Senior Leadership Team (SLT)
- Learners should contact the relevant centre, as instructed in the letter accompanying the examination results, within 15 working days upon receipt. Requests after this will be considered on an individual basis and acceptance cannot be guaranteed.
- The date and time of the re-sit will be set by the centres and Curriculum Manager
- Learners will be expected to make themselves available on the date set for the re-sit. HACL will be unable to offer further re-sit opportunities to learners who fail to attend on the original date, unless there are exceptional circumstances.

## **Enquiries about Results**

Learners wishing to make enquiries about their results need to complete a written consent form for the Examinations Officer.

The awarding bodies offer the following Enquiry about Results services:

Service 1:	Clerical re-check
Service 2:	Post -results review of marking
Priority Service 2:	Post-results review of marking
Service 3:	Post-results review of moderation)

Learners must be made aware that using these checks may lower their marks and subject grades.

Requests for the initial Service 1 must be made as soon as the exam result is known.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre.

## **Late Arrival for Examinations**

Where learners arrive late for examinations they may be allowed in up to 15 minutes after the start of the examination. They must be seated where the least amount of disruption will be caused to other learners.

Full amount of time must be given under exam conditions.

Learners arriving 15 minutes after the exam has started will not be allowed in.